ImageTrend EMS State Bridge

State Bridge
Service Administrator Guide
Version 3.8

20855 Kensington Blvd
Lakeville, MN 55044
TEL – 1.952.469.1589
FAX – 1.952.985.5671
www.imagetrend.com

ImageTrend Inc.
making the web work for business

Copyright

20855 KENSINGTON BLVD
LAKEVILLE, MN 55044
TEL – 1.952.469.1589
FAX – 1.952.985.5671
WWW.IMAGETREND.COM

Table of Contents

Chapter 1

EMS State Bridge

Introduction to the EMS State Bridge

1.1 Chapter Overview

This chapter will cover basic information about the purpose, structure and technical requirements of the State Bridge and the roles of individuals given administrative capabilities for the application.

1.2 Overview of the State Bridge Application

The ImageTrend EMS State Bridge is a pre-hospital emergency data collection, analysis and reporting system. EMS State Bridge integrates information across the entire emergency medical community, whether in the ambulance, the local station, the county or state offices. With the EMS State Bridge, ambulance services are able to satisfy reporting requirements easily, without major investment and without learning complex new technology.

The system provides:

- Data collection based upon the NHTSA V2.2.1 data set.
- The aggregation of information from various units and the possibility of sharing this with other systems and agencies.
- Electronic transport of information to other systems and agencies to improve communications and to share pertinent information.
- Standard and ad hoc reporting to turn data into useful information.
- Easy expansion through its open architecture as needs grow and evolve.
- Scalability to conform to the needs of small, medium and large services as required.

Additionally, the system is HIPAA compliant and sensitive to medical data security issues. The application meets and exceeds state and federal data privacy requirements.

1.3 System Requirements

Server Hardware

Required	**Recommended**	**ImageTrend Hosted**
1 GHz Processor	Dual 2 GHz Processors	Quad 2 GHz Processors
1 GB RAM	2 GB RAM	8 GB RAM
20 GB Hard Disk Space	50 GB Hard Disk Space	120 GB Hard Disk Space
	RAID 5 SCSI Hard Drives	

Server Software Required

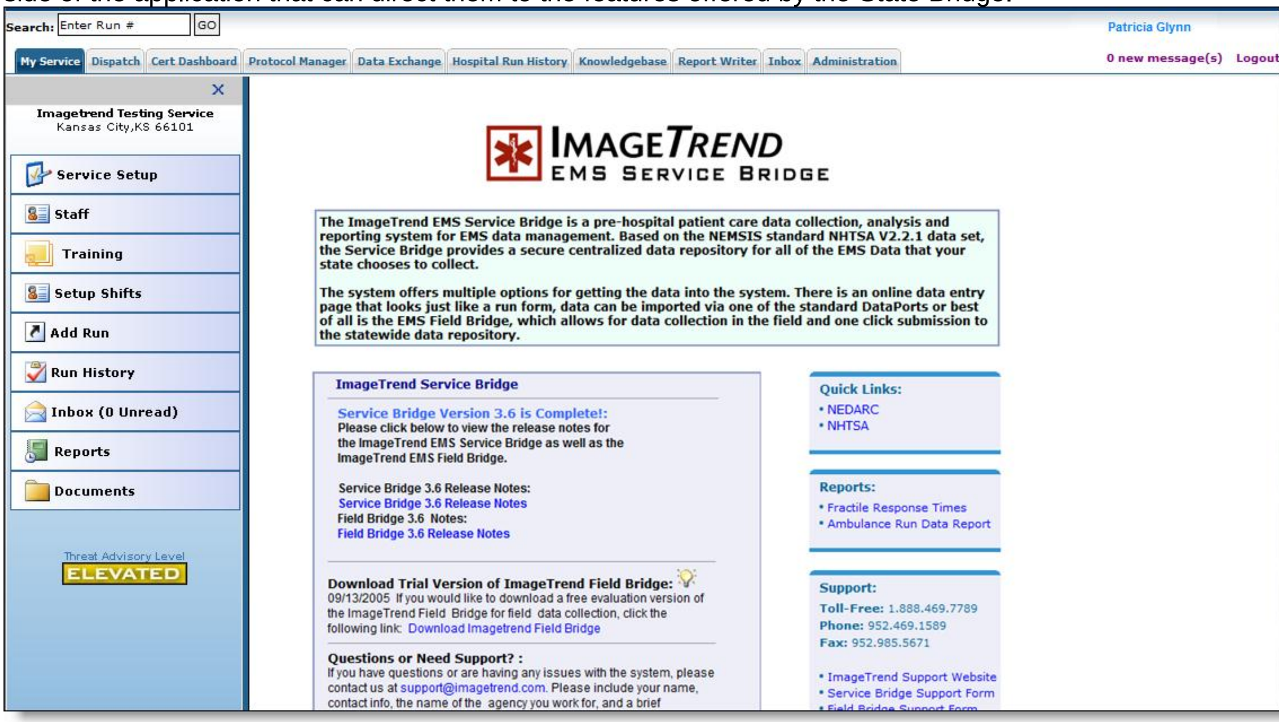
Microsoft Windows 2003 Server
Microsoft .NET Framework 1.1
Microsoft SQL Server 2000 or 2005
Adobe ColdFusion MX 7 Standard or Enterprise Server

Internet Browser Requirements

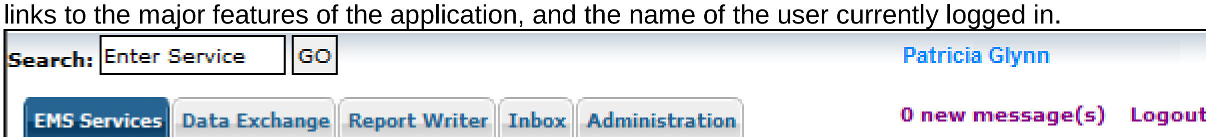
Microsoft Internet Explorer 6.0 and above
Other browsers that support Mozilla 4.0 and above

1.4 The State Bridge Environment

The State Bridge allows all users to enter data for run reports, as well as view a variety of information about the service, past run data to which the user has access and messages and alerts directed towards that user. Upon logging in, users will see a toolbar across the top of the application and a menu on the left side of the application that can direct them to the features offered by the State Bridge.



The toolbar at the top of the page is static and will display the same options no matter what the user is doing with the State Bridge, although different options may be available to different users based on permissions and any additional State Bridge modules that may have been added. This toolbar displays a *Search* text box that allows users to search the system for a particular report based on the report number, links to the major features of the application, and the name of the user currently logged in.

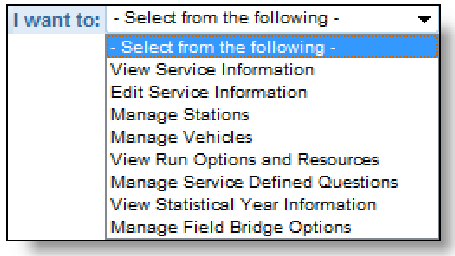


- *My Service* provides access to service specific functions that can be utilized for service administration, individual run (incident) reporting and standard reports.
- *Data Exchange* allows administrators to import new information to the system from particular formats or export data gathered in the system to a supported format.
- *Report Writer* provides access to standard, search, ad hoc and multi-dimensional reporting formats.
- *Inbox* provides access to messages that have been sent within the system and allows users to send messages to other system users.
- *Administration* allows system administrators to configure the application for their service. This tab is only visible for system administrators.
- The username in the top right opens the currently logged-in user's profile.
- The *(#) new message(s)* link opens the inbox.
- The *Logout* link logs the user out of the application.

To return to the home page for this service at any time, from the top toolbar, click *My Service.*

The left menu is dynamic, changing based on which link is selected from the top toolbar. Options in the left menu relate to the chosen link. The left menu can be used to navigate within regions and services. Within a service, additional options appear to navigate between tabs and work with some common options such as adding a run report or selecting a report to view.

The *EMS Services* tab provides some of the most common options for working with the State Bridge, including access to service information, run reports, and resources for communication and reporting. To locate a service, click the name of the region containing the service and click the service name. To work with any of the service options, click the desired button.



Within certain options from the top toolbar and left menu, a third navigation option is available. The *I want to* drop down menu will appear in the upper right corner of the screen, offering additional options for working with the selected feature.

Service administrators can create alerts to be sent to users' inboxes or displayed on the home page of the application. Alerts set to display on the application home page will appear in a banner across the top of the screen. Clicking this banner will take the user to a page with more information, if the administrator entered additional information.

The logged-in user's name will appear in the upper right corner of the screen. If this link is clicked, the user's profile will open for editing. Use the provided fields to enter or change information, and the tabs at the top of the screen to navigate through the profile.

1.6 Record Keeping

Most information that has been added to the State Bridge system can also be deleted from the system. However, deleting information is strongly discouraged, as deleted profiles or records can result in finished records becoming incomplete. Once a record or profile is deleted from the system, all other records or reports containing information from the deleted profile will also lose the deleted information. For instance, if a staff member's profile is deleted, all run reports that the staff member has ever completed will no longer contain that staff member's information.

All profiles and records that may be used in documentation will allow administrators to make the record inactive, which allows administrators to keep the record from being used within the system but still keeps the information within the system and allows records to be complete. This option is recommended in place of deleting any records.

Chapter 2

IMAGETREND
EMS STATE BRIDGE

Quick Guide

2.1 Chapter Overview

This chapter provides basic information and step-by-step instructions for the most common tasks that users will need to perform in the State Bridge.

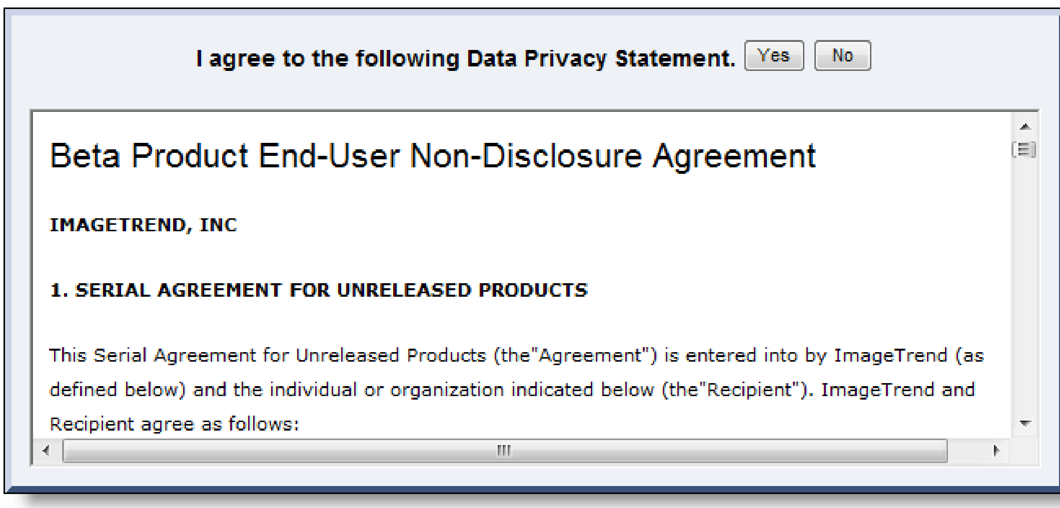
2.2 Login

System users must log in to the State Bridge application online in order to use the system.

1. Using a Web browser, navigate to the URL for the service's State Bridge system.
2. In the *Username* field, type your username.
3. In the *Password* field, type your password.
4. Click *Login* or press *Enter.*

Data Privacy Agreement

Once logged in, all users are required to read and agree to the terms of the Data Privacy Statement regarding all data related to services, users and patients on the site. Agreeing to the terms automatically creates a user history and audit trail of site access to comply with HIPAA requirements.



Security Questions

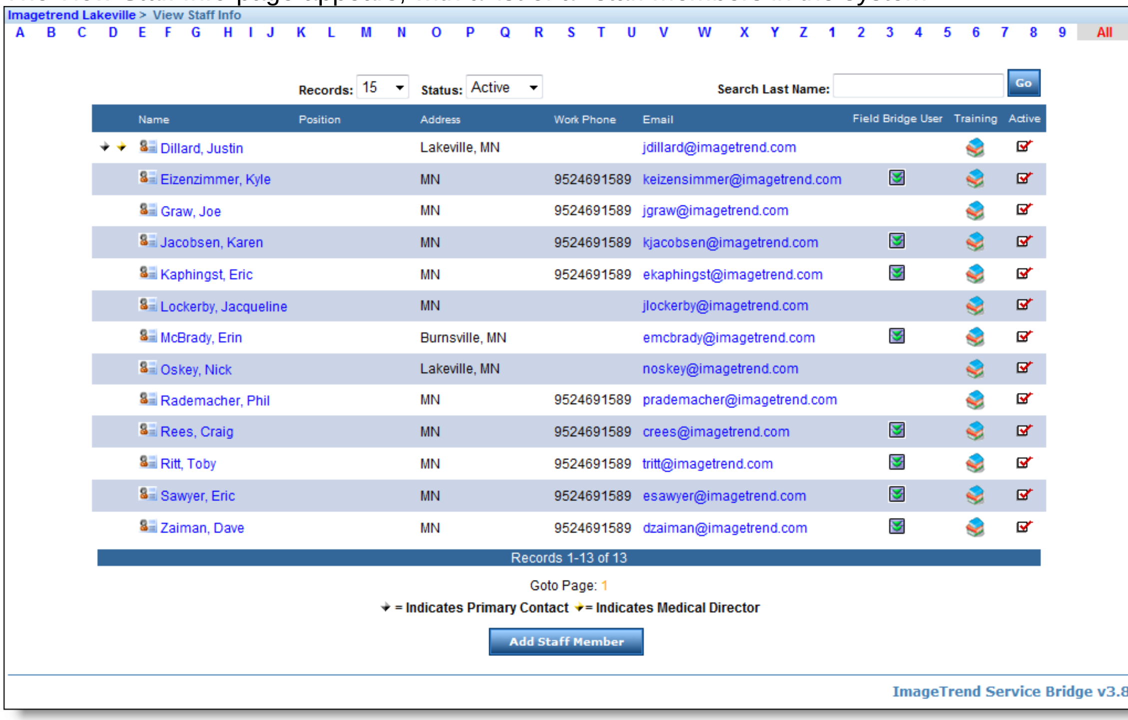
If the security question option is enabled, users will need to complete a security question before being able to access the State Bridge. These questions will be answered the first time the user logs in to the application and those answers will be required for any further logins in the future.

2.3 Adding Staff Profiles

Administrators can add staff profiles to allow new staff members to access the system or simply to keep their information in the system.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.


Imagetrend Lakeville > View Staff Info

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 All

Records: 15 Status: Active Search Last Name: Go

Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Dillard, Justin		Lakeville, MN		jdillard@imagetrend.com			
Eizenzimmer, Kyle		MN	9524691589	keizensimmer@imagetrend.com			
Graw, Joe		MN	9524691589	jgraw@imagetrend.com			
Jacobsen, Karen		MN	9524691589	kjacobsen@imagetrend.com			
Kaphingst, Eric		MN	9524691589	ekaphingst@imagetrend.com			
Lockerby, Jacqueline		MN		jlockerby@imagetrend.com			
McBrady, Erin		Burnsville, MN		emcbrady@imagetrend.com			
Oskey, Nick		Lakeville, MN		noskey@imagetrend.com			
Rademacher, Phil		MN	9524691589	prademacher@imagetrend.com			
Rees, Craig		MN	9524691589	crees@imagetrend.com			
Ritt, Toby		MN	9524691589	tritt@imagetrend.com			
Sawyer, Eric		MN	9524691589	esawyer@imagetrend.com			
Zaiman, Dave		MN	9524691589	dzaiman@imagetrend.com			

Records 1-13 of 13

Goto Page: 1

= Indicates Primary Contact = Indicates Medical Director

Add Staff Member

ImageTrend Service Bridge v3.8

3. Click *Add Staff Member.*
4. Using the provided fields in each tab, enter all desired profile information.
   HINT: The first tab must be completed and saved before any other tabs can be used.
   WARNING: Be sure to save each tab before moving on to a new tab to prevent information from being lost.
5. To save the new profile, click *OK.*
   To return to the list of staff, click *Cancel.*

2.4 Viewing and Editing Run Form Options

Administrators can configure the information that is available from drop down menus and other pre-defined fields in a run form for their service.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *View Run Options and Resources.* A list of configurable options appears.

Add New Resources	Count
edit Destination Names	11 Names
edit Agency Transferred To/From Names	1 Names
edit Employers	113 Employers
edit Favorite Locations	17 Locations
edit First Responder Agencies	73 Agencies
edit Insurance Companies	245 Companies
edit Zones/Districts	7 Zones/Districts

Setup Service Options	Status
edit Auto Narration	On
edit Billing Export	On
edit Interactive Physical Assessment	On
edit Repeat Patient	On
edit CMS Billing Calculator	Overwrite

Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	Customized
edit Primary Role of Unit	ALS Ground Transport
edit Runs Locking Option	25 Days
edit Run History Incident Date Range Default	90 Days
edit Modify Medication and Procedure Permissions by Certification Level	Customized

4. To view or edit a particular option, click the name of the option or the corresponding *Edit* button.

Add New Resources Options

Destination Names

For run forms involving transport, lists transport destinations that will be available on the run form. Administrators can use the *Sequence* text boxes to rearrange the destination names in the run form drop down menu, or can use the *New Destination* scroll list to add a new destination name to the drop down menu. Names that are used more often will appear at the top of the list, while other names will be listed alphabetically.

Agency Transferred To/From Names

For incidents in which patients are transferred to or from an agency, a drop down menu will allow users to select an agency. Administrators can set up the list of agencies that will be listed in the menu, making it more efficient to document transfers to and from common agencies.

Employers
For billing and insurance purposes on run forms, lists companies that will be available on the run form. The *Edit* button allows administrators to change information about existing employers, and the *Add New Employer* button allows administrators to enter information for a new employer.

Favorite Locations
For run forms, lists places that can be selected from the run form to automatically fill in the city, county, state and zip code. The *Edit* button allows administrators to change information about existing favorite locations, and the *Add New Favorite Location* button allows administrators to enter information for a new favorite location. This feature is used primarily for locations that are travelled to frequently (e.g., casinos, nursing homes).

First Responder Agencies
For run forms, lists first responder agencies that can be selected from the run form to indicate their presence at an incident. Administrators can use the *Sort Order* text boxes to rearrange the first responder agency names in the run form's drop down menu, or the *Add New Agency* text box to add a new name to the list.

Insurance Companies
For EMS run forms, lists insurance companies that will be available on the *Billing* section. The *Edit* button allows administrators to change information about existing insurance companies, and the *Add New Insurance Company* button allows administrators to enter information for a new insurance company, creating more accurate data entry for frequent insurance companies.

Zones
If a region is divided into particular areas for easier assignment, a list of those areas is displayed. The *Edit* button allows administrators to change information about the zone, and the *Add Zone* button allows administrators to enter information for a new zone.

Setup Service Options
Auto Narration
Displays whether the system is enabled to automatically create the narrative on run forms. Administrators can turn this option on or off.

Billing Export
Displays whether administrators will be able to export billing information from the system based on data entered into EMS run forms. Administrators can turn this option on or off.

Interactive Physical Assessment
Displays whether run forms can display an interactive component allowing users to document detailed information about traumatic or medical findings by drawing, making comments or displaying assessment images. Administrators can turn this option on or off. **HINT:** Turn this option off if using a slow internet connection.

Repeat Patient
Displays whether providers can recall patient information from any previous patient contacts by their service to re-use that data in a new run form. Administrators can turn this option on or off. In addition, administrators can enter a number of days after which a repeat patient's record will be removed from the list if he or she is not part of an incident.

CMS Billing Calculator
Allows administrators to set whether the module that automatically calculates CMS service levels for billing is activated and whether the system will automatically overwrite

any entered values with the level calculated by the system or whether it will only suggest the level.

Modify Service Configurations
Auto Call Number Setup
Allows users to view current settings and change settings for EMS call numbers that are automatically generated and added to each run report. Administrators can also select whether incident number and call numbers should be the same for EMS run forms, how often the number should be reset, and if new patients for an incident should receive a new call number.

In the *Text 1* box, type any text to appear at the beginning of the call number. From the *Date Format* drop down menu, select the format for the date information that will be included in the call number. In the *Text 2* text box, type any text that will appear in the middle of the call number. From the *Auto-Number Format* drop down menu, select the number of digits that will be used at the end of the number. These numbers will automatically increase by one with each incident report that is entered/ To use the same number for the incident number, select the *Auto fill Incident Number with Auto Call Number* checkbox. To generate a new call number when a new patient is added to an existing incident, select the *Increment on New Patient* checkbox. To start the last numbers of the call number over at 0 based on a period of time, from the *Reset Auto Number* drop down menu, select how often to reset the number. To manually set the next number that will be automatically generated, in the *Next Auto Number* text box, type the next number. To save the changes, click *Submit.*

Edit Signatures
Allows users to select and view particular consent text for forms requesting signatures. The *Edit* button that appears once a particular consent text sample has been chosen allows administrators to change the text.
NOTE: If signature text is edited, all past run forms using the signature will remain unaffected.

Primary Role of Unit
Displays what the default role of a vehicle will appear as on a run form. Administrators can use the *Primary Role of Unit* drop down menu to select the role that all units will be assigned by default.

Runs Locking Option
Displays how long a run report is editable after it has been first submitted. Administrators can use the *Number of Days* text box to specify the amount of time. This prevents any user from changing the information within run reports after the specified number of days, unless the report is unlocked by an administrator.

Run History Incident Date Range Default
Allows administrators to set the default value for how many days of incident reports can be accessed when searching for run history.

Modify Medication and Procedure Permissions by Certification Level
Allows administrators to set which medications and procedures can be documented by personnel in each certification level. Procedures and medications that are not set for a certification level will not be available when staff members with this level are selected from the run form.

5. **OPTIONAL:** To edit any options, use the provided fields to enter the new information and click *OK.*

Chapter 3

IMAGETREND
EMS STATE BRIDGE

Service Information and Setup

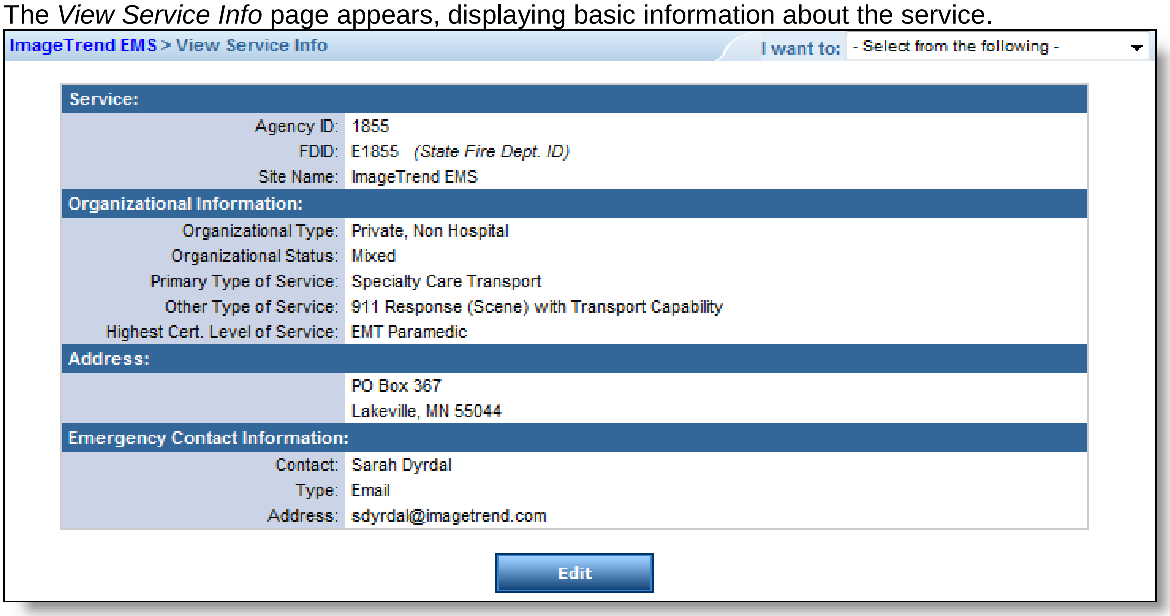
3.1 Chapter Overview

This chapter explains how administrators can access, change and add information about their service and its resources in the State Bridge. Setting up the service information can make data collection much easier, and can provide an easy reference for users who need to access data about the service.

3.2 Viewing Service Information

In order to make run forms easier to complete, services will have a variety of information stored within the system. This information ranges from the classifications of vehicles that may be used on a run to emergency contact information for the service.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
   The *View Service Info* page appears, displaying basic information about the service.


ImageTrend EMS > View Service Info   I want to: - Select from the following -

Service:	
Agency ID:	1855
FDID:	E1855 *(State Fire Dept. ID)*
Site Name:	ImageTrend EMS
Organizational Information:	
Organizational Type:	Private, Non Hospital
Organizational Status:	Mixed
Primary Type of Service:	Specialty Care Transport
Other Type of Service:	911 Response (Scene) with Transport Capability
Highest Cert. Level of Service:	EMT Paramedic
Address:	
	PO Box 367
	Lakeville, MN 55044
Emergency Contact Information:	
Contact:	Sarah Dyrdal
Type:	Email
Address:	sdyrdal@imagetrend.com

Edit

3. To view additional information about the service, from the *I want to* drop down menu, select the desired option.

   View Service Information
   Displays the basic service information.

   Edit Service Information
   Allows administrators to change the information saved in the system about their service. This is the information displayed in the *View Service Information* section and may be used to identify the service if data is exported.

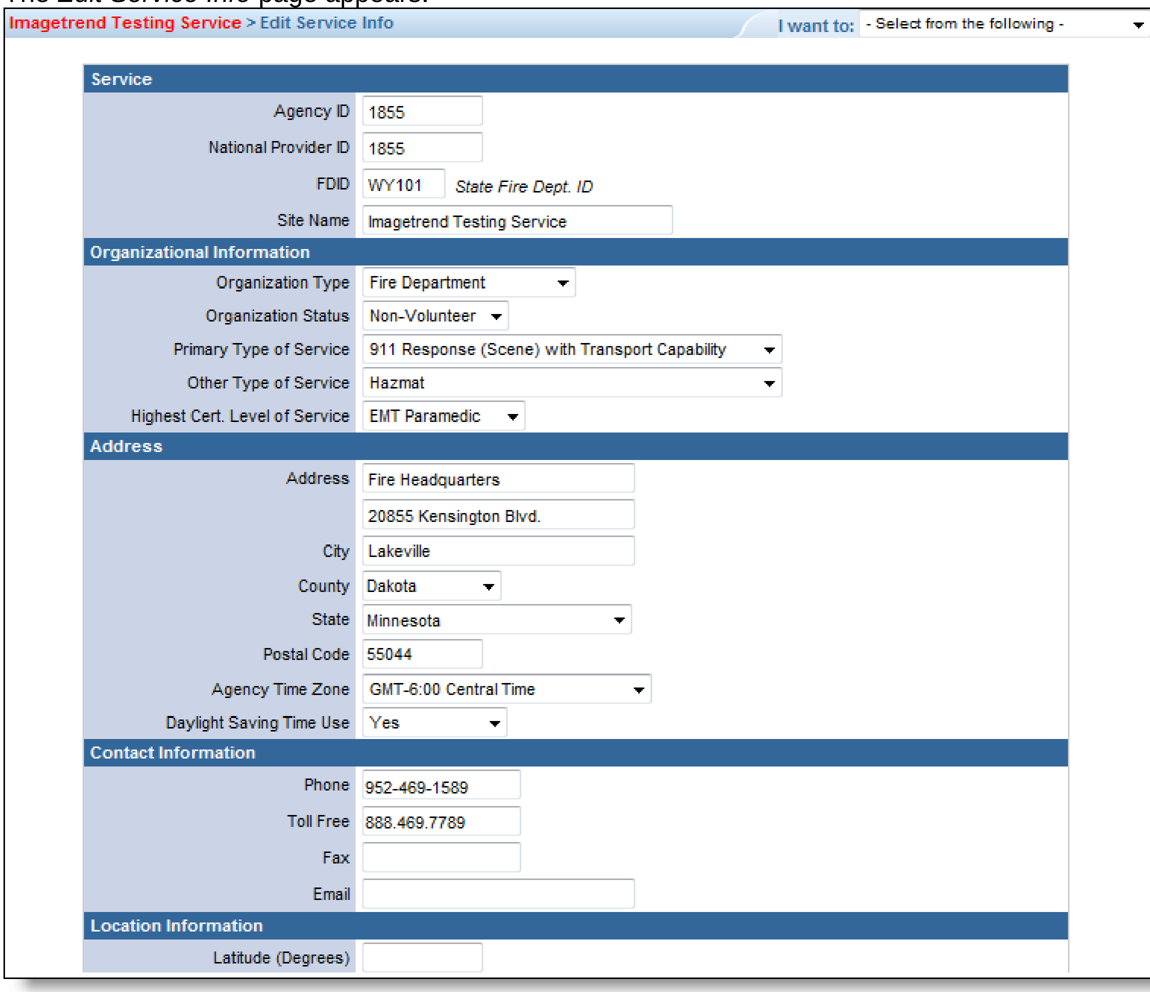
   Manage Stations
   If multiple stations or divisions are included under this service in the system, displays a list of all stations, their contact information and their status.

   Manage Vehicles
   Displays a list of all vehicles whose information is entered into the system. In order to record that a vehicle participated in an incident, the vehicle's information must be entered into the system. Not all vehicles may appear on all types of run forms. To view more information about a vehicle, click the hyperlinked call name. To view information about a vehicle's mileage history, click the *Mileage* icon .

3.3 Editing Basic Service Information

Service information is used to provide contact and identification information to any persons who may have access to the State Bridge or who receive exported data from the system. This is the information that appears in the *View Service Information* section.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Edit Service Information.*
   The *Edit Service Info* page appears.


Imagetrend Testing Service > Edit Service Info
I want to: - Select from the following -

Service	
Agency ID	1855
National Provider ID	1855
FDID	WY101 *State Fire Dept. ID*
Site Name	Imagetrend Testing Service
Organizational Information	
Organization Type	Fire Department
Organization Status	Non-Volunteer
Primary Type of Service	911 Response (Scene) with Transport Capability
Other Type of Service	Hazmat
Highest Cert. Level of Service	EMT Paramedic
Address	
Address	Fire Headquarters
	20855 Kensington Blvd.
City	Lakeville
County	Dakota
State	Minnesota
Postal Code	55044
Agency Time Zone	GMT-6:00 Central Time
Daylight Saving Time Use	Yes
Contact Information	
Phone	952-469-1589
Toll Free	888.469.7789
Fax	
Email	
Location Information	
Latitude (Degrees)	

4. Using the provided fields, change or enter any information about the service.
5. When finished, to save the information, click *OK*.
   To return to the service information without making the changes, click *Cancel.*

3.4 Working with Stations

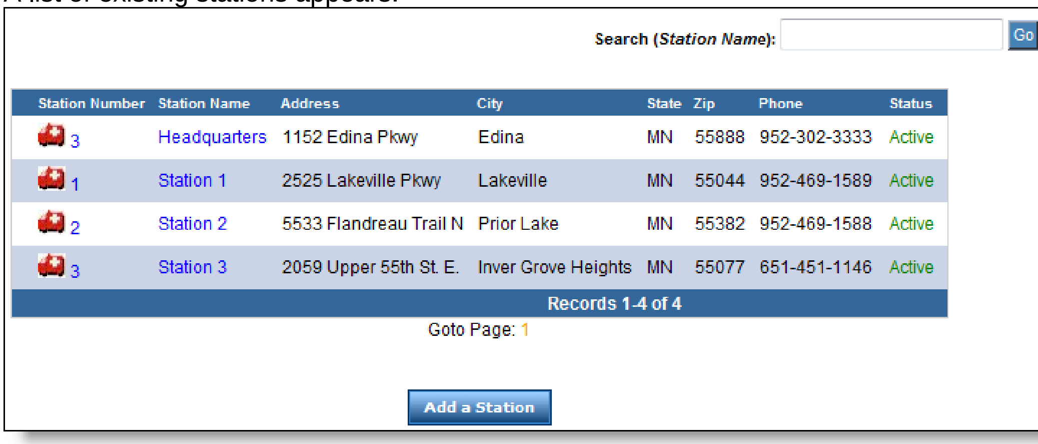
A service can create profiles within the State Bridge for multiple stations or divisions. Depending on the permission groups set up for that service, most system users will be able to view the information for each station, but administrators can also change the station information or add a new station to the system.

Adding a New Station

Only administrators can add a new station to the system.

1. To view this information, from the top toolbar, click *My Service.*

2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Stations.*
   A list of existing stations appears.



Search (*Station Name*): Go

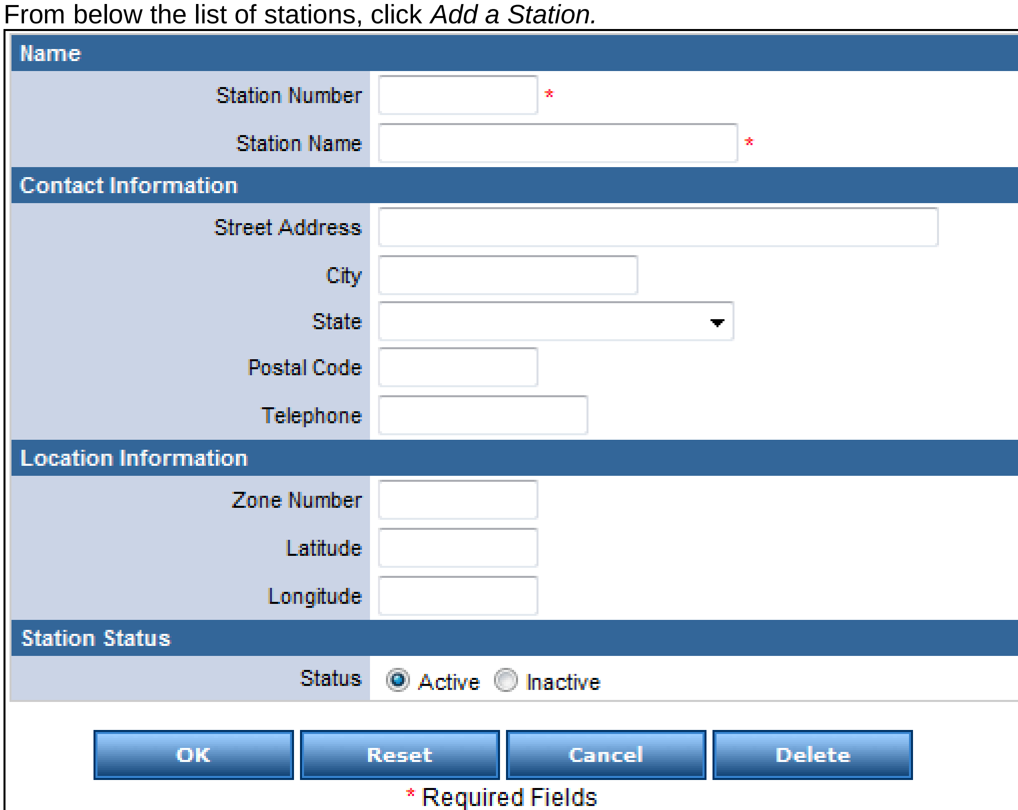
Station Number	Station Name	Address	City	State	Zip	Phone	Status
3	Headquarters	1152 Edina Pkwy	Edina	MN	55888	952-302-3333	Active
1	Station 1	2525 Lakeville Pkwy	Lakeville	MN	55044	952-469-1589	Active
2	Station 2	5533 Flandreau Trail N	Prior Lake	MN	55382	952-469-1588	Active
3	Station 3	2059 Upper 55th St. E.	Inver Grove Heights	MN	55077	651-451-1146	Active

Records 1-4 of 4

Goto Page: 1

Add a Station

4. From below the list of stations, click *Add a Station.*

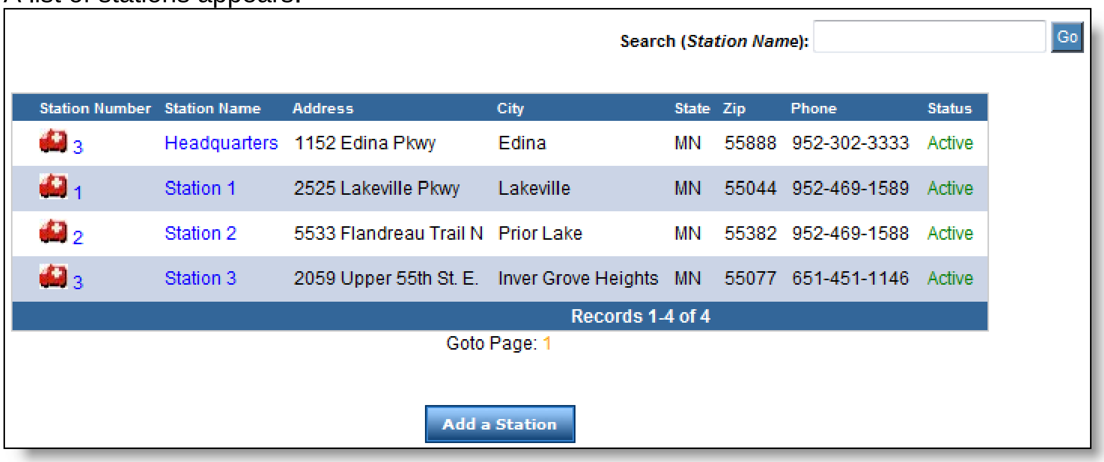


5. Using the provided fields, enter all desired information for the station.
   NOTE: Be sure to enter at least a station number and name and specify whether the station is active or inactive. Active stations can be worked with in the system, while inactive stations will have their information stored in the list of stations but will not appear anywhere else in the system.
6. When finished, to save the new station in the system, click *OK.*
   To clear all fields and start over, click *Reset.*
7. To return to the list of stations without saving the new station, click Cancel.

Viewing and Editing Station Information

Administrators can view existing station information and, if necessary, change the information for a particular station.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Stations.*
   A list of stations appears.



Search (*Station Name*): Go

Station Number	Station Name	Address	City	State	Zip	Phone	Status
3	Headquarters	1152 Edina Pkwy	Edina	MN	55888	952-302-3333	Active
1	Station 1	2525 Lakeville Pkwy	Lakeville	MN	55044	952-469-1589	Active
2	Station 2	5533 Flandreau Trail N	Prior Lake	MN	55382	952-469-1588	Active
3	Station 3	2059 Upper 55th St. E.	Inver Grove Heights	MN	55077	651-451-1146	Active

Records 1-4 of 4

Goto Page: 1

Add a Station

4. To view or edit information for a particular station, click the name, number or *Station* icon for that station.
   A summary of the station information appears.
5. **OPTIONAL:** To edit the station information,
   a. Click *Edit.*
   b. Using the provided fields, enter any new or different information desired.
   c. When finished, click *OK.*

3.5 Working with Vehicle Information

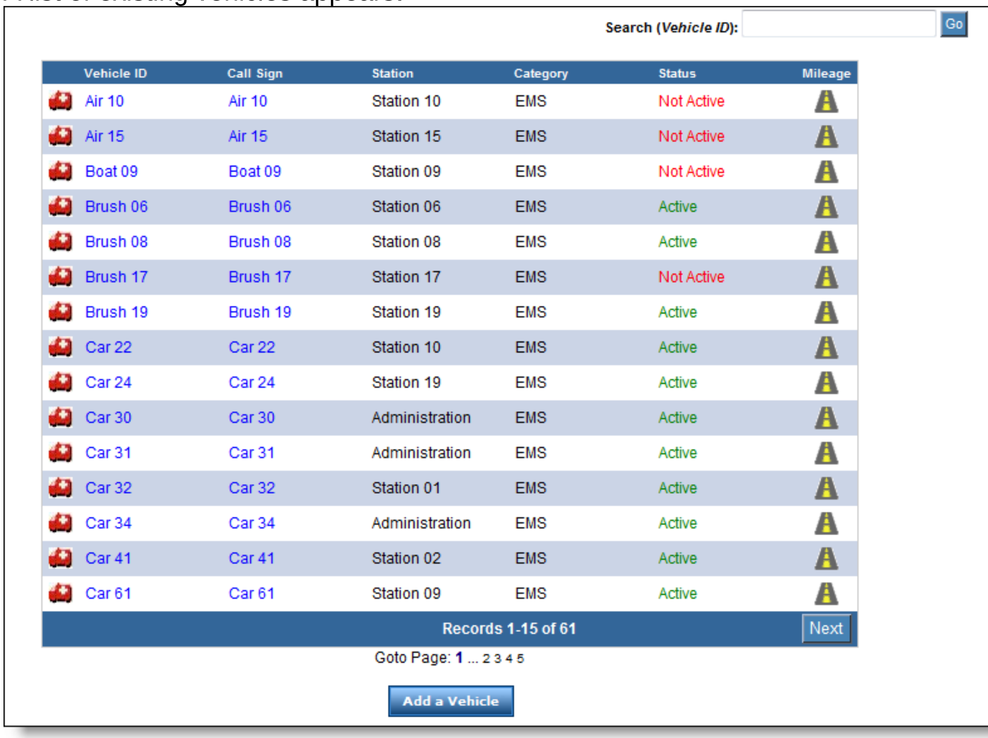
Run forms can document the vehicles that responded to an incident if the vehicle information has been added to the system. Depending on permissions, most system users will be able to view vehicle information, but only administrators will be able to change vehicle information or add or delete a vehicle. Vehicle profiles can also keep track of a vehicle's mileage for the year.

Adding a New Vehicle

Only administrators can add a new vehicle to the system.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *Manage Vehicles.*
   A list of existing vehicles appears.



Search (*Vehicle ID*): Go

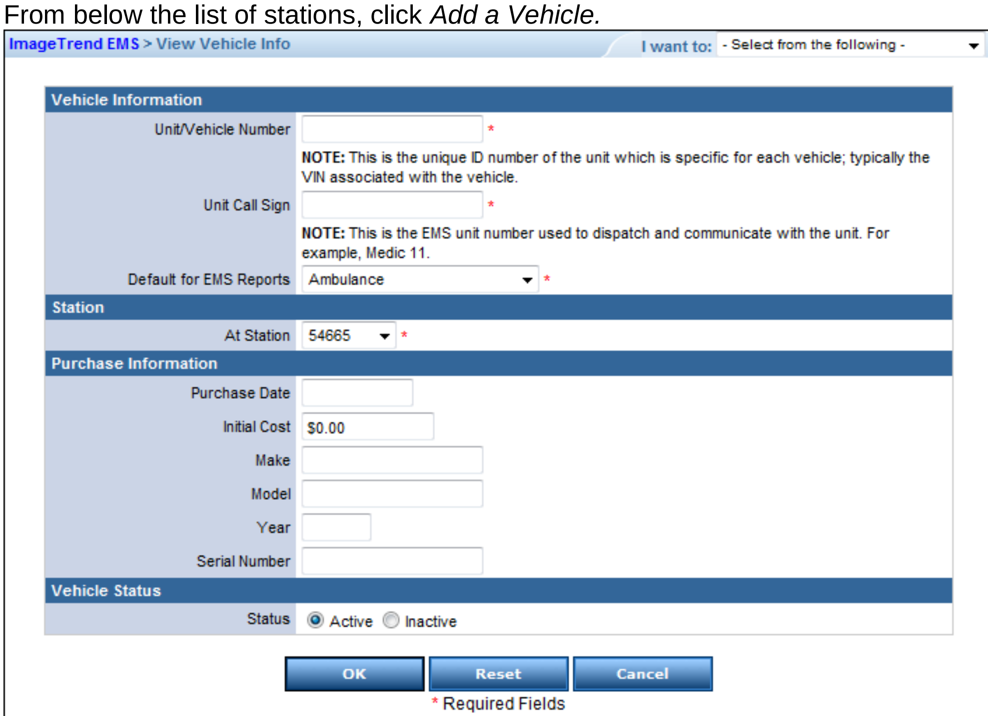
Vehicle ID	Call Sign	Station	Category	Status	Mileage
Air 10	Air 10	Station 10	EMS	Not Active	
Air 15	Air 15	Station 15	EMS	Not Active	
Boat 09	Boat 09	Station 09	EMS	Not Active	
Brush 06	Brush 06	Station 06	EMS	Active	
Brush 08	Brush 08	Station 08	EMS	Active	
Brush 17	Brush 17	Station 17	EMS	Not Active	
Brush 19	Brush 19	Station 19	EMS	Active	
Car 22	Car 22	Station 10	EMS	Active	
Car 24	Car 24	Station 19	EMS	Active	
Car 30	Car 30	Administration	EMS	Active	
Car 31	Car 31	Administration	EMS	Active	
Car 32	Car 32	Station 01	EMS	Active	
Car 34	Car 34	Administration	EMS	Active	
Car 41	Car 41	Station 02	EMS	Active	
Car 61	Car 61	Station 09	EMS	Active	

Records 1-15 of 61 Next

Goto Page: 1 ... 2 3 4 5

Add a Vehicle

4. From below the list of stations, click *Add a Vehicle.*



5. Using the provided fields, enter all desired information for the vehicle.
   NOTE: Be sure to enter at least the vehicle's station, the unit number and call sign and the default vehicle type of EMS reports, and to mark the vehicle as active or inactive. Active vehicles can be worked with in the system, while inactive vehicles will

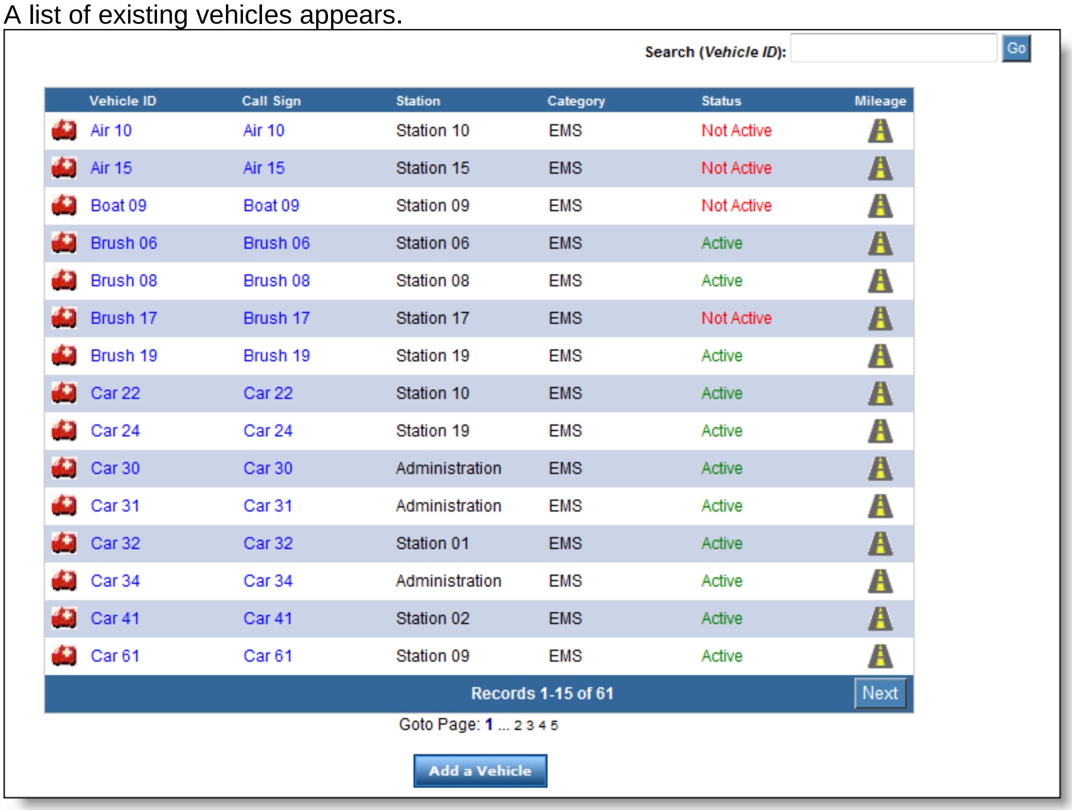
have their information stored in the list of vehicles but will not appear anywhere else in the system.

6. When finished, to save the new vehicle in the system, click *OK.*
   To clear all fields and start over, click *Reset.*
   To return to the list of vehicles without saving the new vehicle, click *Cancel.*

Viewing and Entering Vehicle Mileage

Administrators can keep track of a vehicle's mileage for each year using the EMS State Bridge.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Vehicles.*
   A list of existing vehicles appears.


Search (*Vehicle ID*): Go

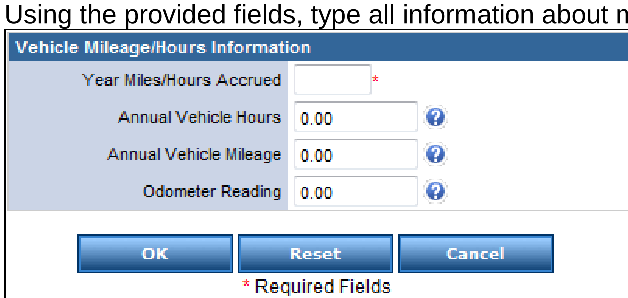
Vehicle ID	Call Sign	Station	Category	Status	Mileage
Air 10	Air 10	Station 10	EMS	Not Active	
Air 15	Air 15	Station 15	EMS	Not Active	
Boat 09	Boat 09	Station 09	EMS	Not Active	
Brush 06	Brush 06	Station 06	EMS	Active	
Brush 08	Brush 08	Station 08	EMS	Active	
Brush 17	Brush 17	Station 17	EMS	Not Active	
Brush 19	Brush 19	Station 19	EMS	Active	
Car 22	Car 22	Station 10	EMS	Active	
Car 24	Car 24	Station 19	EMS	Active	
Car 30	Car 30	Administration	EMS	Active	
Car 31	Car 31	Administration	EMS	Active	
Car 32	Car 32	Station 01	EMS	Active	
Car 34	Car 34	Administration	EMS	Active	
Car 41	Car 41	Station 02	EMS	Active	
Car 61	Car 61	Station 09	EMS	Active	

Records 1-15 of 61 Next

Goto Page: 1 ... 2 3 4 5

Add a Vehicle

4. For the appropriate vehicle, click the corresponding *Manage Mileage* icon .
   All mileage totals saved in the system appear.
5. **OPTIONAL:** To add information about mileage for a new year,
   a. Click *Add Entry.*
   b. Using the provided fields, type all information about mileage.

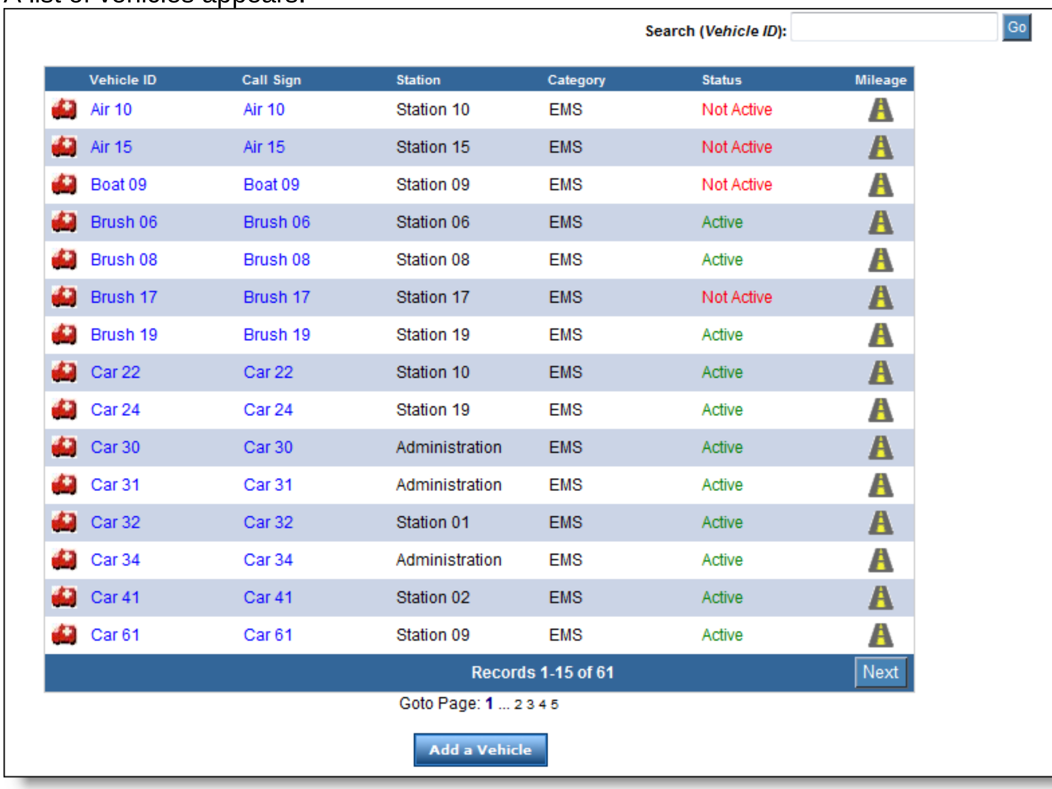


c. To save the information, click *OK.*
To clear all fields and start again, click *Reset.*
To return to the list of mileage totals without saving, click *Cancel.*

Viewing and Editing Vehicle Information

Administrators can view existing vehicle information and, if necessary, change the information for a particular vehicle.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Vehicles.*
   A list of vehicles appears.



Search (*Vehicle ID*): Go

Vehicle ID	Call Sign	Station	Category	Status	Mileage
Air 10	Air 10	Station 10	EMS	Not Active	
Air 15	Air 15	Station 15	EMS	Not Active	
Boat 09	Boat 09	Station 09	EMS	Not Active	
Brush 06	Brush 06	Station 06	EMS	Active	
Brush 08	Brush 08	Station 08	EMS	Active	
Brush 17	Brush 17	Station 17	EMS	Not Active	
Brush 19	Brush 19	Station 19	EMS	Active	
Car 22	Car 22	Station 10	EMS	Active	
Car 24	Car 24	Station 19	EMS	Active	
Car 30	Car 30	Administration	EMS	Active	
Car 31	Car 31	Administration	EMS	Active	
Car 32	Car 32	Station 01	EMS	Active	
Car 34	Car 34	Administration	EMS	Active	
Car 41	Car 41	Station 02	EMS	Active	
Car 61	Car 61	Station 09	EMS	Active	

Records 1-15 of 61 Next

Goto Page: 1 ... 2 3 4 5

Add a Vehicle

4. To view or edit information for a particular vehicle, click the vehicle ID, call sign or *Edit Vehicle* icon for that station.
   A summary of the vehicle information appears.
5. **OPTIONAL:** To edit the vehicle information,
   a. Click *Edit.*
   b. Using the provided fields, enter any new or different information desired.
   c. When finished, click *OK.*

3.6 Viewing and Editing Run Form Options

Administrators can configure the information that is available from drop down menus and other pre-defined fields in a run form for their service.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *View Run Options and Resources.* A list of configurable options appears.

Add New Resources	Count
edit Destination Names	11 Names
edit Agency Transferred To/From Names	1 Names
edit Employers	113 Employers
edit Favorite Locations	17 Locations
edit First Responder Agencies	73 Agencies
edit Insurance Companies	245 Companies
edit Zones/Districts	7 Zones/Districts

Setup Service Options	Status
edit Auto Narration	On
edit Billing Export	On
edit Interactive Physical Assessment	On
edit Repeat Patient	On
edit CMS Billing Calculator	Overwrite

Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	Customized
edit Primary Role of Unit	ALS Ground Transport
edit Runs Locking Option	25 Days
edit Run History Incident Date Range Default	90 Days
edit Modify Medication and Procedure Permissions by Certification Level	Customized

4. To view or edit a particular option, click the name of the option or the corresponding *Edit* button.

Add New Resources Options

Destination Names

For run forms involving transport, lists transport destinations that will be available on the run form. Administrators can use the *Sequence* text boxes to rearrange the destination names in the run form drop down menu, or can use the *New Destination* scroll list to add a new destination name to the drop down menu. Names that are used more often will appear at the top of the list, while other names will be listed alphabetically.

Agency Transferred To/From Names

For incidents in which patients are transferred to or from an agency, a drop down menu will allow users to select an agency. Administrators can set up the list of agencies that will be listed in the menu, making it more efficient to document transfers to and from common agencies.

Employers
For billing and insurance purposes on run forms, lists companies that will be available on the run form. The *Edit* button allows administrators to change information about existing employers, and the *Add New Employer* button allows administrators to enter information for a new employer.

Favorite Locations
For run forms, lists places that can be selected from the run form to automatically fill in the city, county, state and zip code. The *Edit* button allows administrators to change information about existing favorite locations, and the *Add New Favorite Location* button allows administrators to enter information for a new favorite location. This feature is used primarily for locations that are travelled to frequently (e.g., casinos, nursing homes).

First Responder Agencies
For run forms, lists first responder agencies that can be selected from the run form to indicate their presence at an incident. Administrators can use the *Sort Order* text boxes to rearrange the first responder agency names in the run form's drop down menu, or the *Add New Agency* text box to add a new name to the list.

Insurance Companies
For run forms, lists insurance companies that will be available on the *Billing* section. The *Edit* button allows administrators to change information about existing insurance companies, and the *Add New Insurance Company* button allows administrators to enter information for a new insurance company, creating more accurate data entry for frequent insurance companies.

Zones
If a region is divided into particular areas for easier assignment, a list of those areas is displayed. The *Edit* button allows administrators to change information about the zone, and the *Add Zone* button allows administrators to enter information for a new zone.

Setup Service Options
Auto Narration
Displays whether the system is enabled to automatically create the narrative on run forms. Administrators can turn this option on or off.

Billing Export
Displays whether administrators will be able to export billing information from the system based on data entered into EMS run forms. Administrators can turn this option on or off.

Interactive Physical Assessment
Displays whether run forms can display an interactive component allowing users to document detailed information about traumatic or medical findings by drawing, making comments or displaying assessment images. Administrators can turn this option on or off.
HINT: Turn this option off if using a slow internet connection.

Repeat Patient
Displays whether providers can recall patient information from any previous patient contacts by their service to re-use that data in a new run form. Administrators can turn this option on or off. In addition, administrators can enter a number of days after which a repeat patient's record will be removed from the list if he or she is not part of an incident.

CMS Billing Calculator
Allows administrators to set whether the module that automatically calculates CMS service levels for billing is activated and whether the system will automatically overwrite

any entered values with the level calculated by the system or whether it will only suggest the level.

Modify Service Configurations
Auto Call Number Setup
Allows users to view current settings and change settings for EMS call numbers that are automatically generated and added to each run report. Administrators can also select whether incident number and call numbers should be the same for EMS run forms, how often the number should be reset, and if new patients for an incident should receive a new call number.

In the *Text 1* box, type any text to appear at the beginning of the call number. From the *Date Format* drop down menu, select the format for the date information that will be included in the call number. In the *Text 2* text box, type any text that will appear in the middle of the call number. From the *Auto-Number Format* drop down menu, select the number of digits that will be used at the end of the number. These numbers will automatically increase by one with each incident report that is entered/ To use the same number for the incident number, select the *Auto fill Incident Number with Auto Call Number* checkbox. To generate a new call number when a new patient is added to an existing incident, select the *Increment on New Patient* checkbox. To start the last numbers of the call number over at 0 based on a period of time, from the *Reset Auto Number* drop down menu, select how often to reset the number. To manually set the next number that will be automatically generated, in the *Next Auto Number* text box, type the next number. To save the changes, click *Submit.*

Edit Signatures
Allows users to select and view particular consent text for forms requesting signatures. The *Edit* button that appears once a particular consent text sample has been chosen allows administrators to change the text.
NOTE: If signature text is edited, all past run forms using the signature will remain unaffected.

Primary Role of Unit
Displays what the default role of a vehicle will appear as on a run form. Administrators can use the *Primary Role of Unit* drop down menu to select the role that all units will be assigned by default.

Runs Locking Option
Displays how long a run report is editable after it has been first submitted. Administrators can use the *Number of Days* text box to specify the amount of time. This prevents any user from changing the information within run reports after the specified number of days, unless the report is unlocked by an administrator.

Run History Incident Date Range Default
Allows administrators to set the default value for how many days of incident reports will be displayed when searching for run history.

Modify Medication and Procedure Permissions by Certification Level
Allows administrators to set which medications and procedures can be documented by personnel in each certification level. Procedures and medications that are not set for a certification level will not be available when staff members with this level are selected from the run form.

5. **OPTIONAL:** To edit any options, use the provided fields to enter the new information and click *OK.*

3.7 Working with Service Defined Questions

Administrators can create new questions and a section to include them in on a service's run form. This allows a particular service to gather data that is particularly relevant to their service but may not be already included in the form. Depending on permissions, all users will generally be able to view a list of these custom questions, but only administrators will be able to edit them or add new questions.

Service Defined Questions on Run Forms

Service defined questions are collected in a single section on the run form, which the administrator can give an appropriate title. When creating and editing service defined questions, administrators can use the *Question #* text box to define the order of each question.

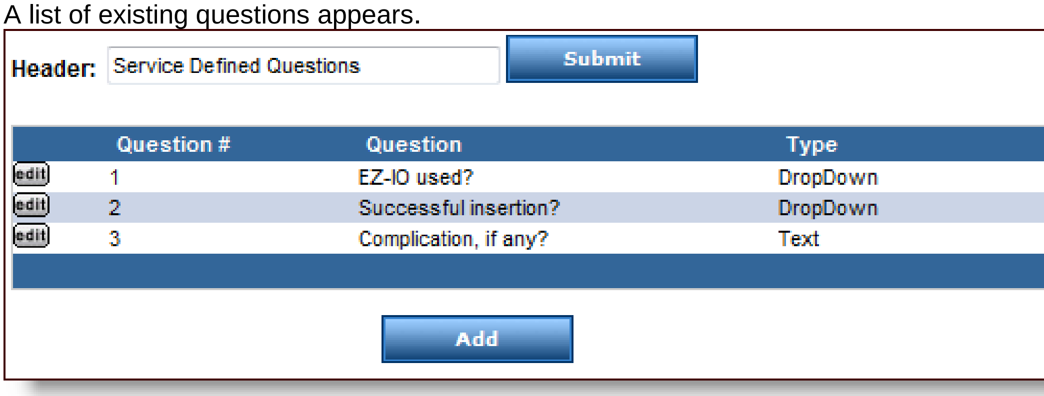
To change the title of the section for service defined questions:

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.*
4. In the *Header* text box, type a name for the section.
5. Click *Submit.*

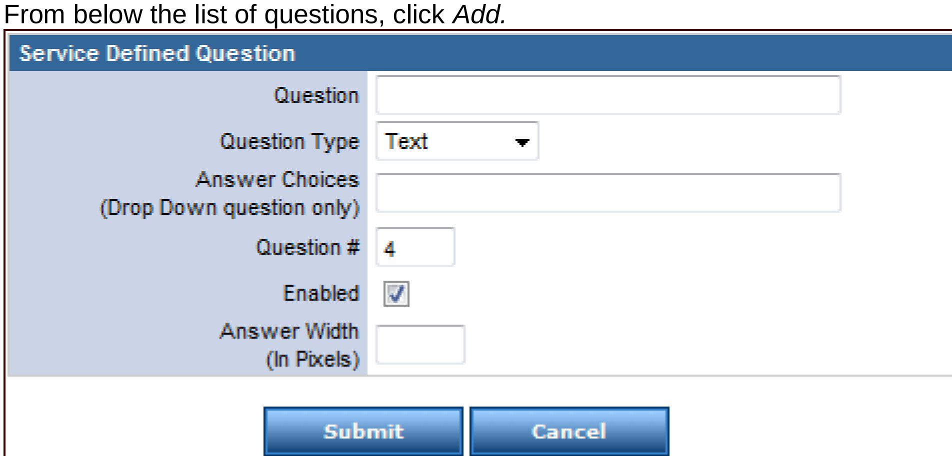
Adding a New Service Defined Question

Only administrators can add a new question to the system.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.* A list of existing questions appears.



4. From below the list of questions, click *Add.*

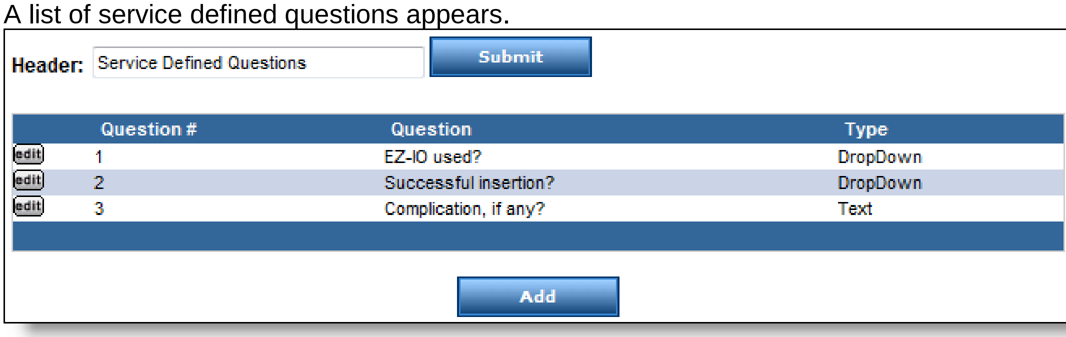


5. Using the provided fields, enter all desired information for the question.
   NOTE: Two types of questions are available from the *Question Type* drop down menu. If the *Text* option is selected, users will see a text box in which to type their answer. If the *Drop Down* option is selected, the administrator should enter the options to be available in the drop down menu into the *Answer Choices* text box, separating each possible answer by a comma.
   NOTE: Selecting the *Enabled* checkbox will allow the question to appear on the run form. Entering a number in the *Question #* text box will define the order in which the question will appear, relative to all other service defined questions.
6. When finished, to save the new question in the system, click *Submit.*
   To return to the list of questions without saving the new question, click *Cancel.*

Viewing and Editing Service Defined Questions

Administrators can view and edit service defined questions from the same place.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.*
   A list of service defined questions appears.



4. To view or edit a particular question, click the corresponding *Edit* button.
5. **OPTIONAL:** To change the question, available answers, or question setup.
   a. Use the provided fields to enter all information about the question.
      NOTE: For this option to appear on a run form, be sure to select the *Enabled* checkbox.
   b. When finished, to save the changes, click *Submit.*

3.8 Working with Statistical Year Information

Administrators can view statistical information about their service in a particular year, as well as adding or editing the information for particular years.

Adding Information for a New Year

Administrators can add a new year to the list and fill in the desired information.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Statistical Year Information.*
4. Click *Create New Year.*
5. In the provided fields, type all desired information.
   NOTE: The user must fill in at least the *Statistical Year* text box.
6. To keep the information and the new year in the system, click *Save.*
   To return to the list of statistical years without saving the new year information, click *Cancel.*
   NOTE: In order to cancel, the *Statistical Year* text box must contain a valid year, although this year information will not be saved.

Viewing and Editing Information for a Year

Statistical information can be viewed and edited from the same page.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Statistical Year Information.*
4. From the *Information for the following statistical year(s) is available* drop down menu, select the correct year.
5. Click *Continue.*
6. **OPTIONAL:** To edit the information for that year, in the provided text boxes, type any desired information.
7. To keep any changes, click *Save.*
   To return to the list of statistical years without saving any changes, click *Cancel.*

3.9 Field Bridge Options

Services that are using the EMS Field Bridge in addition to the EMS State Bridge can set information to flow between the two applications. This allows any changes that are made to run forms or staff lists to be sent to the run forms in the Field Bridge and any data collected with the Field Bridge to be automatically uploaded to the State Bridge database for central access. Administrators can set these options for information sharing.

To change the Field Bridge integration options:

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. Set the following optional integration preferences, as desired,
   a. To set up a connection between the Field Bridge and State Bridge, in the *Do you use the EMS Field Bridge for field data collection* section, select *Yes.*
   b. To automatically update the staff list based on shifts, in the *Default to Synchronize Staff* section, select *Yes.*
   c. To allow the use of active protocols in the Field Bridge, in the *Active Protocol* section, select *Yes.*
   d. If a CAD system is integrated, to allow it to work with the Field Bridge, in the *CAD Download* section, select *Yes.*
   e. To create a message for the user if a run being posted that matches a run already submitted, in the *Prompt User if overwriting a call when posting* section, select *Yes.* **HINT:** The message will ask the user whether to overwrite the existing run or refrain from posting the incident. If the existing run is overwritten, it will be recorded in the incident's history.
   f. To save these options, click *Submit.*
   g. If the selected service's Field Bridges are not set up to automatically share information, to manually share all information between the State Bridge and Field Bridge the next time a Field Bridge sends to data to the State Bridge database, click Reset Field Bridge Resource Synchronization.

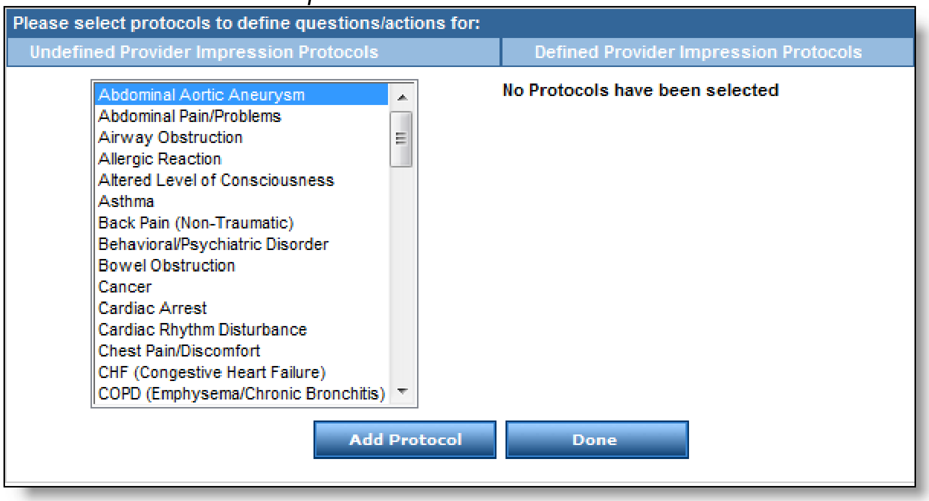
Working with Active Protocols

Administrators can create and edit active protocols that have been set up in the Field Bridge if necessary. An active protocol can be defined for any provider impression, and will help to guide staff members through performing and documenting any standard procedure. Each active protocol will provide a list of standard steps, open any commonly provided power tools and fill in any standard information. If a situation differs from the norm, staff members can still skip steps and provide an explanation or can change the standard values.

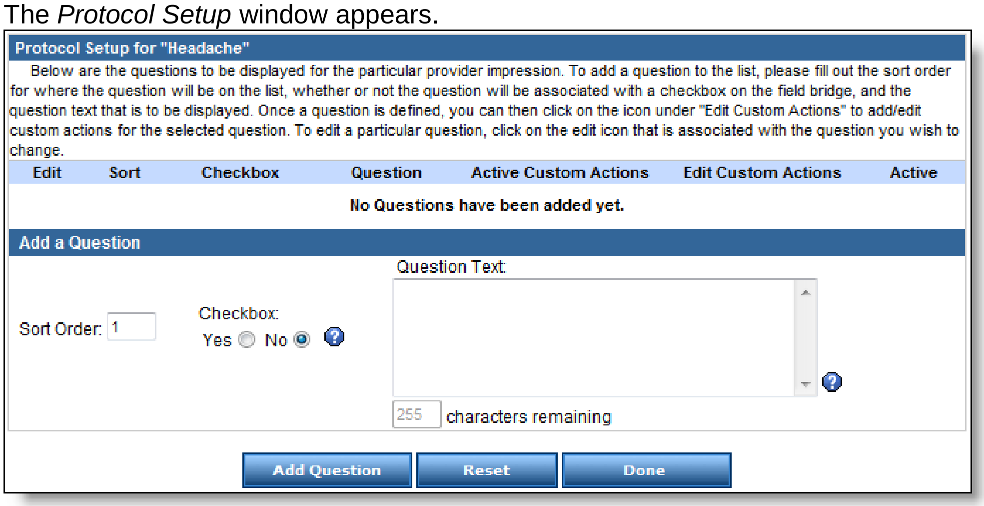
Creating Active Protocols

Administrators can set up new active protocols for use on the EMS Field Bridge.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. Click *Active Protocol Setup.*

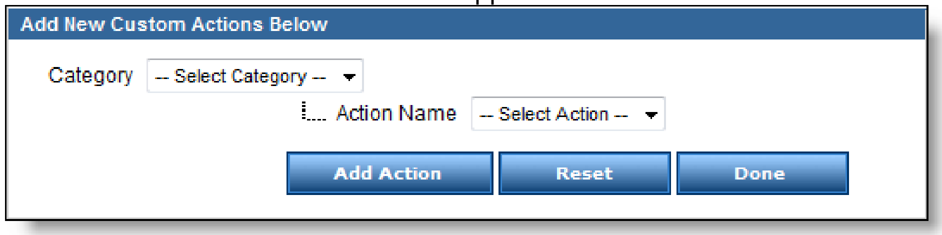


5. From the *Undefined Provider Impression Protocols* scroll list, select the impression to which the protocol will apply.
6. Click *Add Protocol.*
   The *Protocol Setup* window appears.



7. To create an item on the protocol checklist,
   a. In the *Checkbox* section, select *Yes.*
   b. In the *Question Text* text box, type the text for the item.
   c. To determine where in the checklist the item will appear, in the *Sort Order* text box, type the number of the item's position.
   d. When the item is ready, click *Add Question.*
      The item appears in the *Protocol Setup for "(Impression)"* section.

e. To create a custom action, click the *Edit Custom Actions* icon . The *Add New Custom Actions* section appears.



f. From the *Category* drop down menu, select the type of action that will be completed.
g. From the *Action Name* drop down menu, select the action that should be performed in the Field Bridge.
h. When finished, click *Add Action.*
i. To add another action for this step, repeat steps f–h.

8. To add more items on the protocol checklist, repeat step 7.
9. When finished, to save the protocol, click *Done.*

Viewing and Editing Active Protocols

Administrators can view currently set up protocols and, if necessary, edit them.

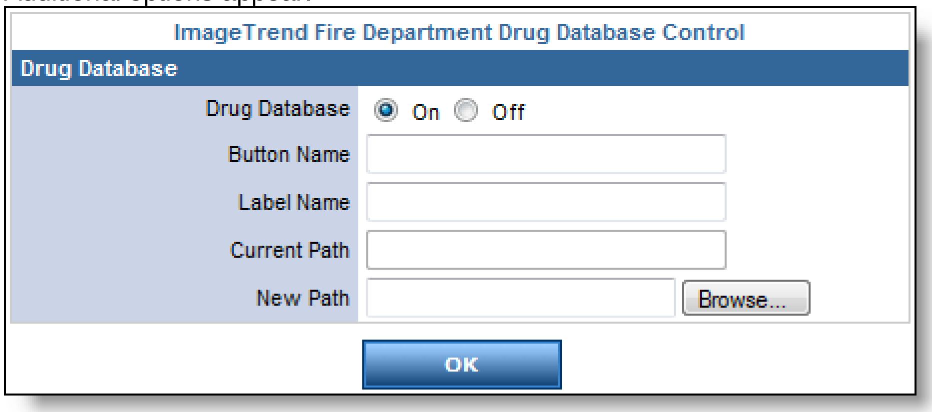
1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Active Protocol Setup.*
5. From the *Defined Provider Impression Protocols* section, click the name of the protocol to work with.
6. To edit the name or sort order of a step,
   a. Click the corresponding *Edit* button.
   b. Using the provided fields, make any changes.
   c. When finished, click *Update Question.*
7. To edit the actions contained within a step,
   a. Click the corresponding *Edit Custom Actions* icon .
   b. For the action to edit, click the corresponding *Edit* icon .
   c. Using the provided fields, make the desired changes.
   d. When finished, click *Edit Action.*
8. To add new actions to a step,
   a. Click the corresponding *Edit Custom Actions* icon .
   b. Using the provided fields, select the category and action.
   c. When finished, click *Add Action.*
9. When finished, click *Done.*

Working with a Drug Database

If the service uses an external drug database (e.g., using Hippocrates or the Physician's Desk Reference to reference current medications a patient may be on), administrators can set up a button that will open the database.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Drug Database.*
5. To hide a button for a drug database, select *Off.*
   To create a button and a link to the drug database,

a. Select *On.*
   Additional options appear.



b. In the *Button Name* text field, type a name for the button that will access the database program.
c. In the *Label Name* text field, type information to appear when the user's mouse hovers over the button (e.g., hover help or a tooltip).
d. To locate and load the database into the system, click *Browse…*
e. Navigate to and select the database program that should be opened.
f. Click *Open.*
g. Click *OK.*
   A button will appear on the Field Bridge when entering patient medications.

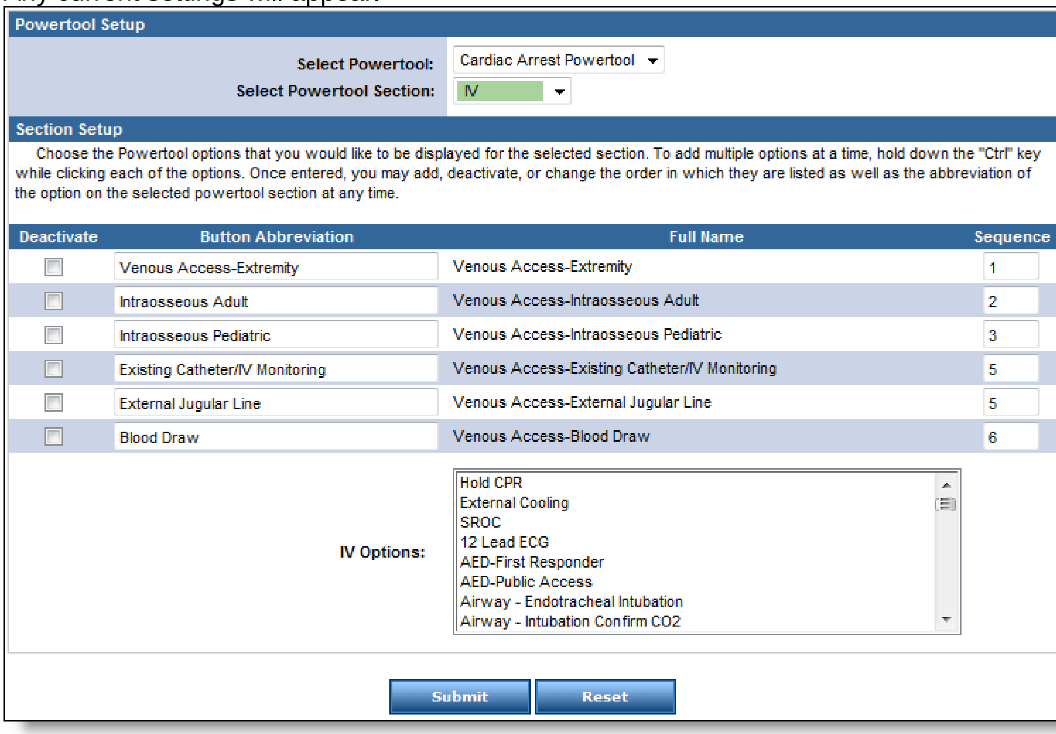
6. When finished, click *OK.*

Setting Up Powertools

Administrators can configure the options that will be available for the Medication and Cardiac powertools.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Powertool Setup.*
5. From the *Select Powertool* drop down menu, select the powertool to configure.
6. From the *Select Powertool Section* drop down menu, select the portion of the powertool for which to configure the possible options.

Any current settings will appear.



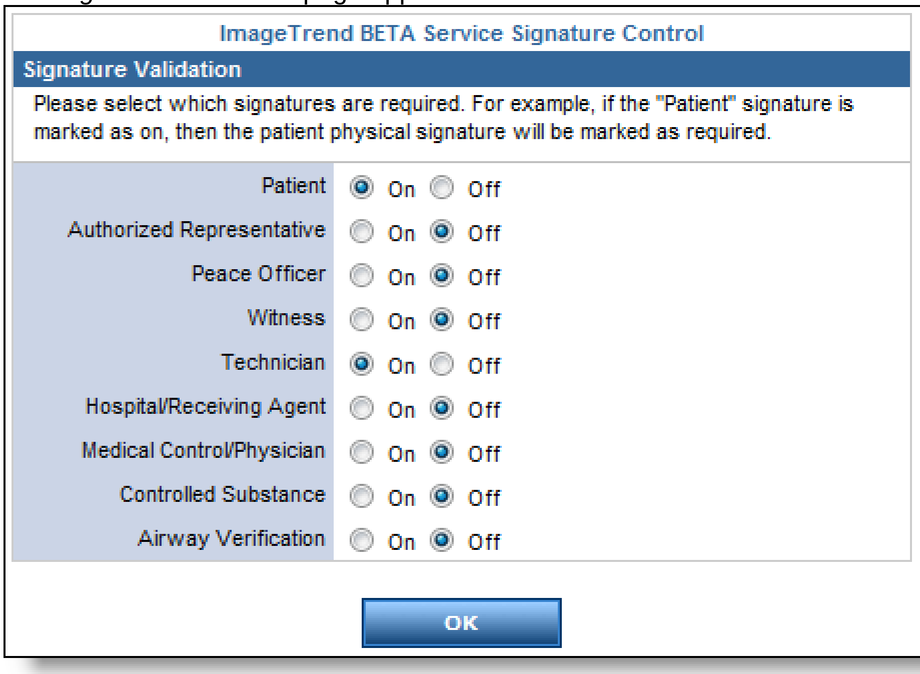
7. To add a new option, from the *Options* scroll list, select the preferred value to be available and click *Submit.*
8. To change the name that will appear in the list, in the *Button Abbreviation* text box, type the new name.
9. To change the order in which the item will appear, in the *Sequence* text box, type the number corresponding to the item's place in the list.
10. To remove an option from the list, select the corresponding *Deactivate* checkbox and select *Submit.*

Configuring Signature Validation

Signature validation allows administrators to require selected signatures using validation rules.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*

4. From the *Manage Field Bridge Options* page, click *Signature Validation.* The *Signature Validation* page appears.



5. For the signatures to require using validation rules, select *On.*
6. For the signatures that should not be required, select *Off.*
7. When finished, click *OK.*

Configuring Incident Clearing

Incidents that have been posted can be removed from the Field Bridge system after a certain number of days. Administrators can set this number.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Clear Our Old Incidents*.
5. To remove posted calls after a certain number of days, in the *Automatically Clear Old Incidents* section, select *Yes.*
6. To set the number of days a run should have been in the system before being deleted, in the *Number of Days Old* text box, type the number of days.
7. When finished, click *OK.*

Configuring Validity Compliance Documentation

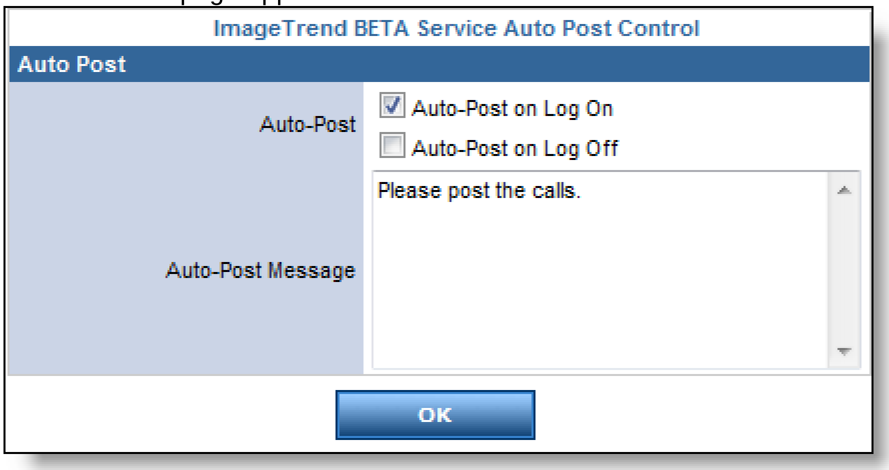
Administrators can cause a pop up window to appear whenever the validity of a run form being closed is less than 100%. This window can either inform the user of the fields that were required and not completed or require the user to enter reasons as to why the fields were not completed.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Validity Compliance.*
5. To cause the pop up window to appear, in the *Form Pop Up* section, select *On.*
6. To require a reason to be entered for each field that was not completed, in the *Reasons Required* section, select *Yes.*
7. When finished, click *OK.*

Configuring Automatic Posting Options

Administrators can create a message that will prompt users to post runs and select when the message will appear.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Auto Post.*
   The *Auto Post* page appears.



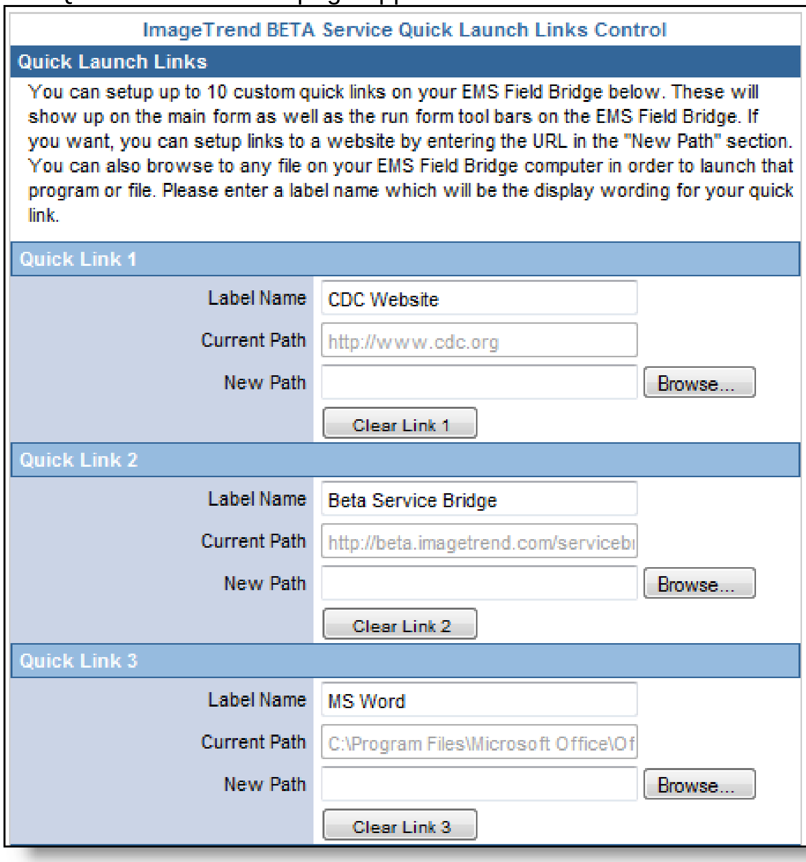
5. To create a pop up window that will prompt users to post runs, select the *Auto-Post on Log On* or *Auto-Post on Log Off* checkboxes.
   HINT: The option that is selected will determine when the pop up window will appear.
   NOTE: Both options can be selected for multiple reminders.
6. In the *Auto-Post Message* text box, type the text that should appear in the pop up window.
7. When finished, click *OK.*

Configuring Quick Launch Links

Administrators can set up links to applications or websites that will open from the *Quick Launch* button in the Field Bridge. In order for this option to work with applications, the applications must be located in the same location on each computer with the Field Bridge and the administrator must know the path to that application (e.g., C:\Program Files\Microsoft Office\Office12\Word.exe).

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*

4. From the *Manage Field Bridge Options* page, click *Quick Launch Links.*
   The *Quick Launch Links* page appears.



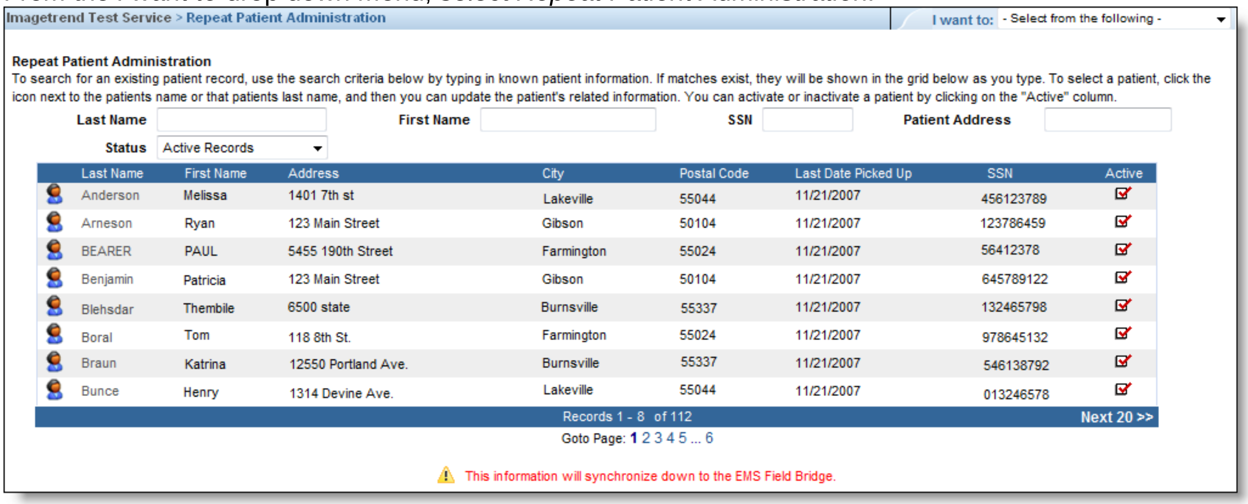
5. For the next blank link, or for a link to be replaced, in the *Label Name* text box, type the text that will appear in the *Quick Launch* menu for this application or website.
6. In the *New Path* text box, type the link or click *Browse…* to navigate to a location on your computer.
   HINT: It may be most effective to copy the path from a computer running the Field Bridge to avoid errors.
7. When finished, click *OK.*

3.10 Repeat Patient Administration

Administrators can manage the database of repeat patients, ensuring that staff members will not need to search through duplicate records, deceased patients or patients who are unlikely to receive service again to find the correct repeat patient for a call. Individual repeat patient accounts can be marked as inactive to hide them from the list that service providers will see in a run form, and can be edited to provide the most up-to-date information for a particular patient.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *Repeat Patient Administration.*



Imagetrend Test Service > Repeat Patient Administration

I want to: - Select from the following -

Repeat Patient Administration

To search for an existing patient record, use the search criteria below by typing in known patient information. If matches exist, they will be shown in the grid below as you type. To select a patient, click the icon next to the patients name or that patients last name, and then you can update the patient's related information. You can activate or inactivate a patient by clicking on the "Active" column.

Last Name **First Name** **SSN** **Patient Address**

Status Active Records

	Last Name	First Name	Address	City	Postal Code	Last Date Picked Up	SSN	Active
	Anderson	Melissa	1401 7th st	Lakeville	55044	11/21/2007	456123789	
	Arneson	Ryan	123 Main Street	Gibson	50104	11/21/2007	123786459	
	BEARER	PAUL	5455 190th Street	Farmington	55024	11/21/2007	56412378	
	Benjamin	Patricia	123 Main Street	Gibson	50104	11/21/2007	645789122	
	Blehsdar	Thembile	6500 state	Burnsville	55337	11/21/2007	132465798	
	Boral	Tom	118 8th St.	Farmington	55024	11/21/2007	978645132	
	Braun	Katrina	12550 Portland Ave.	Burnsville	55337	11/21/2007	546138792	
	Bunce	Henry	1314 Devine Ave.	Lakeville	55044	11/21/2007	013246578	

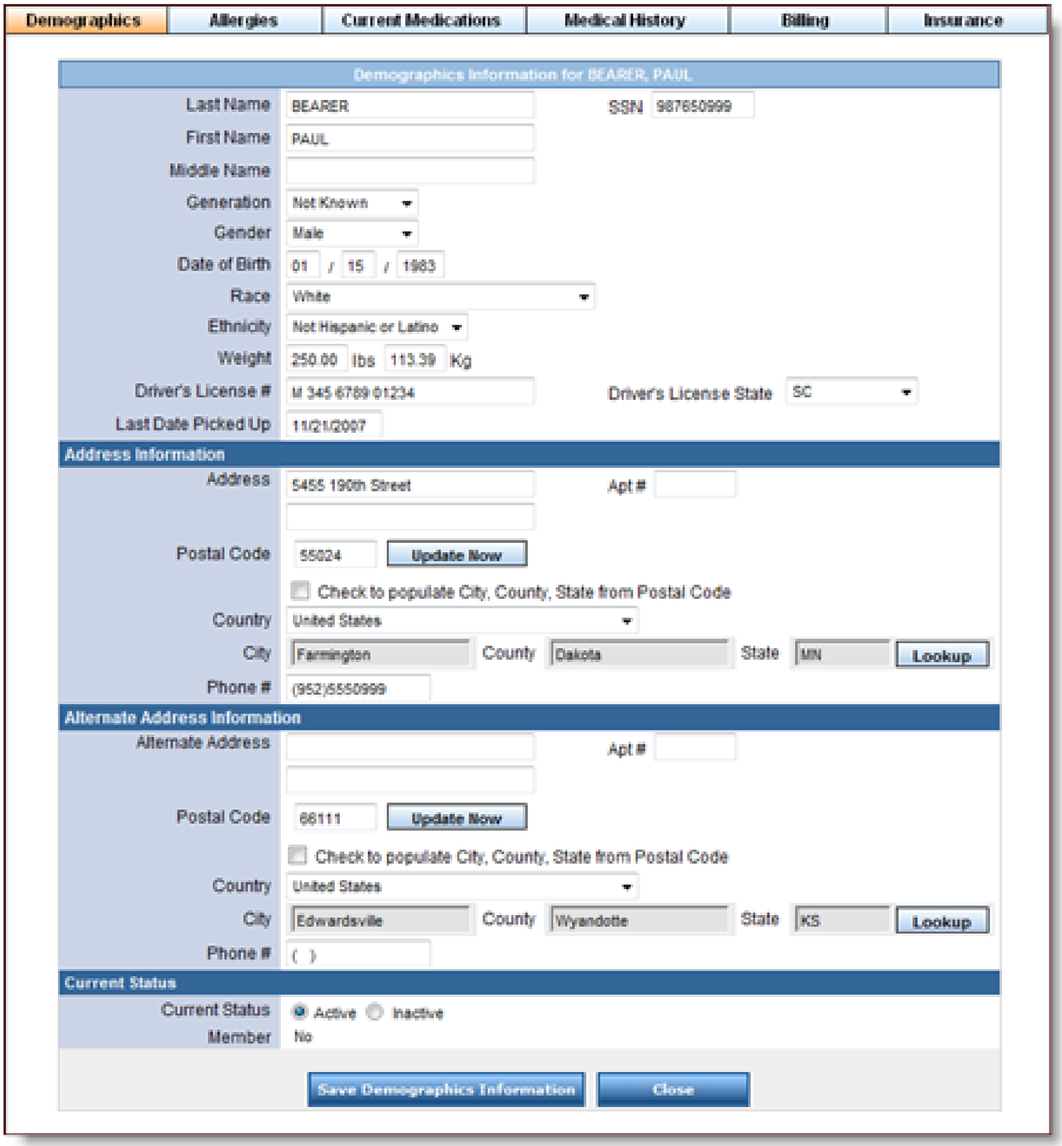
Records 1 - 8 of 112 Next 20 >>

Goto Page: 1 2 3 4 5 ... 6

This information will synchronize down to the EMS Field Bridge.

4. To find repeat patients fitting particular criteria, using the fields at the top of the page, select or type in the criteria.
   Records matching those criteria appear.
5. To view or edit a particular record, click the patient's last name.
   The patient's record appears in a new window.
   NOTE: After making changes to each tab, click *Save (Tab Name) Information* before switching to a new tab.

WARNING: If information is not saved before opening a new tab, any changes will be lost.



6. In the *Demographics* tab, enter any information regarding the patient's address or personal demographics.
7. To prevent a patient from appearing in the list of repeat patients on a run form, in the *Current Status* section, select *Inactive.*
   NOTE: This record will still be available in the State Bridge system to administrators, but will need to be activated again to select from the run form as a repeat patient.
8. Click *Save Demographics Information.*
9. Click the *Allergies* tab.
10. Select whether the allergy is for a medication or environmental/food allergy.
11. Use the provided fields to enter information about the allergy.
12. When finished, before entering another allergy or moving to the next tab, click *Save (Allergy Type).*
13. Repeat steps 10–12 until all known allergies are saved.
14. Click the *Current Medications* tab.
15. Using the provided fields, enter information for a medication the patient is currently taking.

16. When finished, before entering another medication or moving to the next tab, click *Save Current Medication.*
17. Repeat steps 15–16 until all medications are entered.
18. Click the *Medical History* tab.
19. From the scroll box, select all known medical history options.
    HINT: To select multiple options, press and hold *Ctrl* while clicking each option.
20. Click *Save Medical History Info.*
21. Click the *Billing* tab.
22. Enter information for billing the patient.
23. When finished, click *Save Billing Information.*
24. Click the *Insurance* tab.
25. Enter the patient's insurance information.
26. Click *Save Insurance.*
27. When finished, click *Close.*

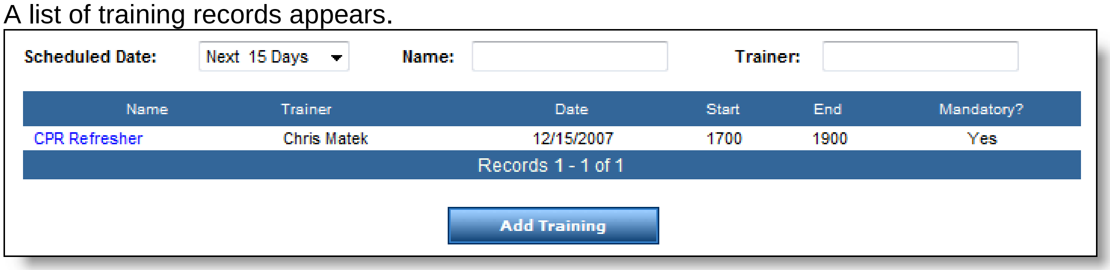
3.11 Working with Training Records

Administrators can view records of training events that are stored in the system, or may create or edit records. These records can contain information about the course itself, including the information covered, times and location of the training and certifications towards which it counts, information about attendees and documents that may be relevant to the course. Training records are based on templates, which contain information that can be copied into each course record.

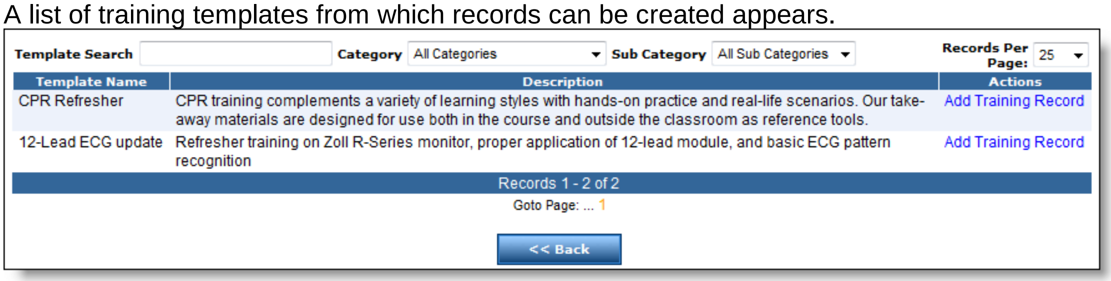
Adding Training Records

Administrators can create new training records based on the templates available in the system. These records can be configured to apply to the specific course or training event.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Training.*
   A list of training records appears.

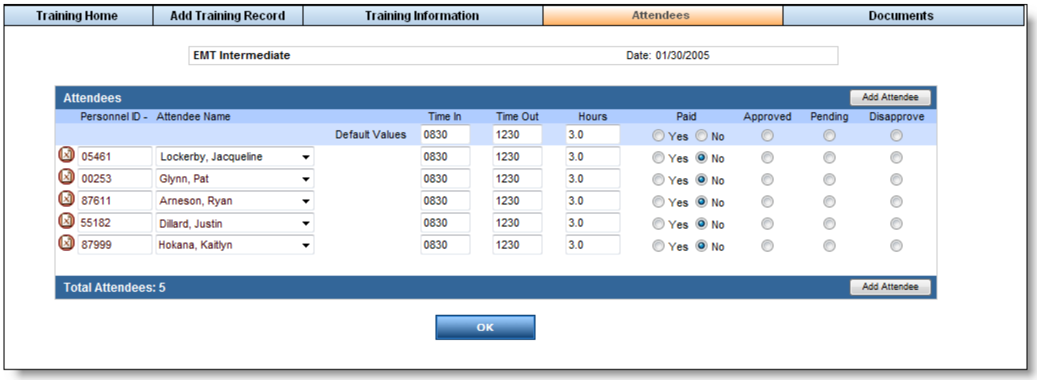


3. Click *Add Training.*
   A list of training templates from which records can be created appears.



4. For the template from which the record should be created, click *Add Training Record.*
5. Using the provided fields, add or change any information to complete the record.
   NOTE: The fields available for editing will differ based on the setup of the template on which this record is based.
6. When finished, click *OK.*
   Additional tabs appear to complete more information about the course.
7. To add information about attendees,

a. Select the *Attendees* tab.



b. From the *Attendees* drop down menus, select the names of the staff members who will be attending the course.
NOTE: Users can also type a personnel ID into the *Personnel ID* fields to select the correct staff members.

c. **OPTIONAL:** To enter information that will be the same for all attendees, enter information into the fields in the *Default Values* row.
This information will be copied into the fields for all attendees but can be changed for specific attendees if necessary.

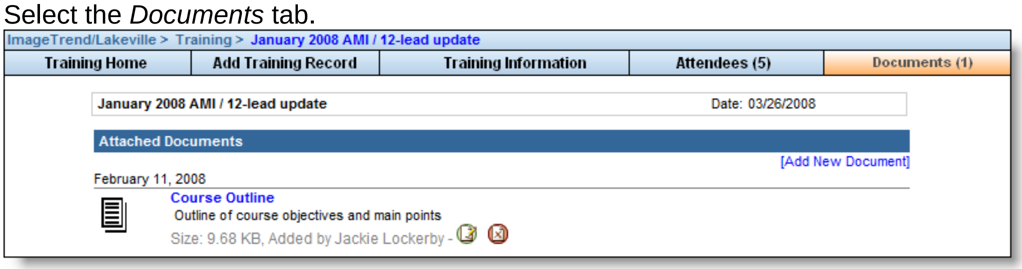
d. To change information for specific attendees, enter the correct information in the corresponding fields.

e. To add a new attendee, click *Add Attendee* and enter information into the resulting new row.

f. When finished, click *OK.*

8. To attach documents to the record,

a. Select the *Documents* tab.



b. Click *Add New Document.*

c. In the *Title* text box, type a name for the document.

d. In the *Description* text box, type additional information about the document.

e. Click *Browse…*

f. Navigate to and select the document to be attached to the record.

g. Click *Open.*

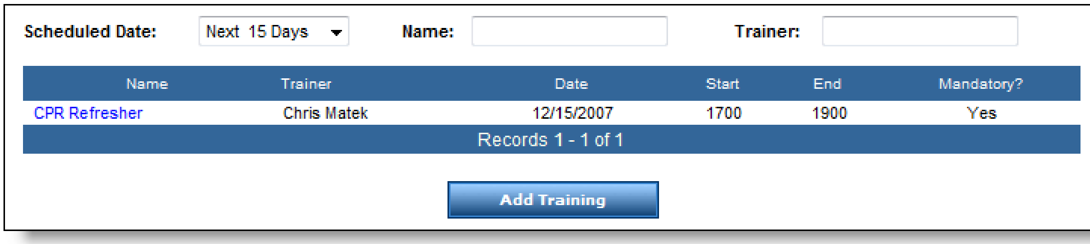
h. Click *Submit.*
The document is attached to the record.

Viewing and Editing Training Records

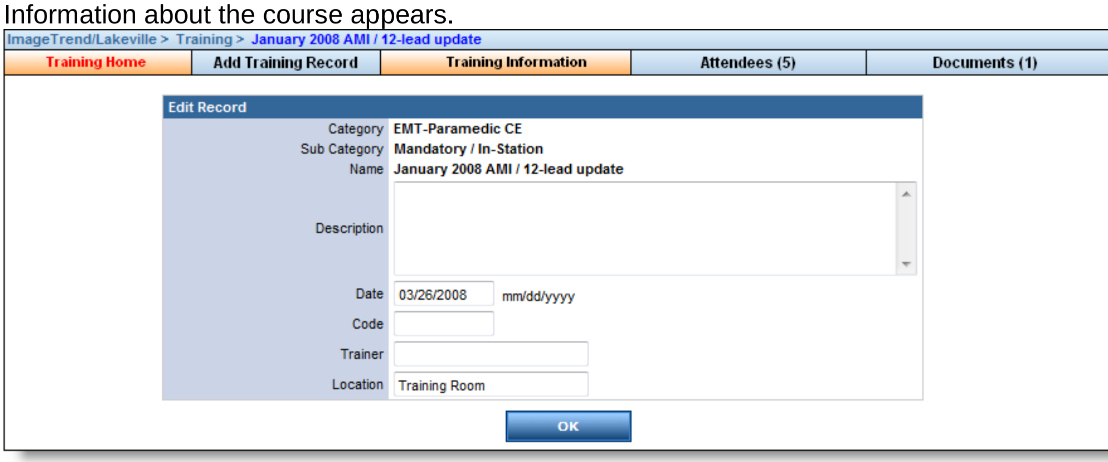
Administrators can view a list of training records currently in the system or can edit the information. When editing a training record, administrators can also add information about the attendees and the information about the course added to their record, or can add documents related to the course.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Training.*
   A list of training records appears.
   HINT: To see more templates, from the *Scheduled Date* drop down menu, select *Show*

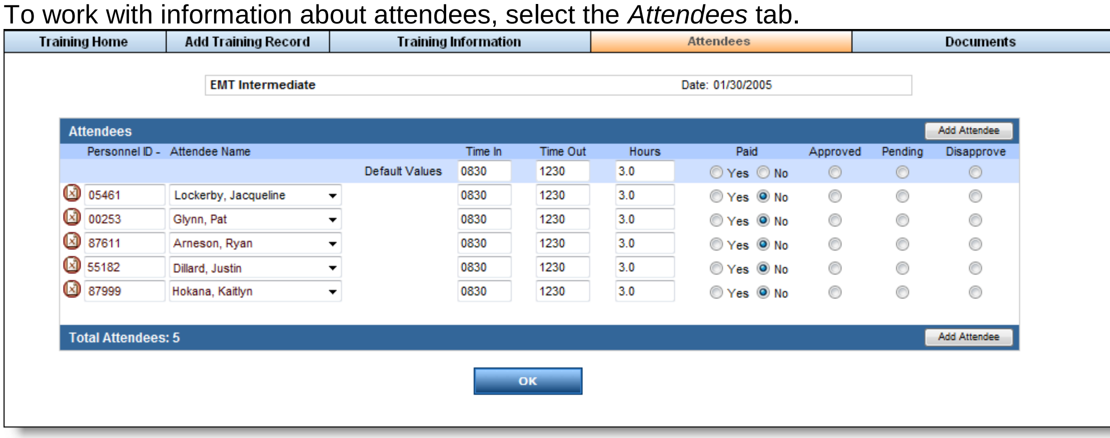
all.



3. From the list, click the name of the desired course.
   Information about the course appears.

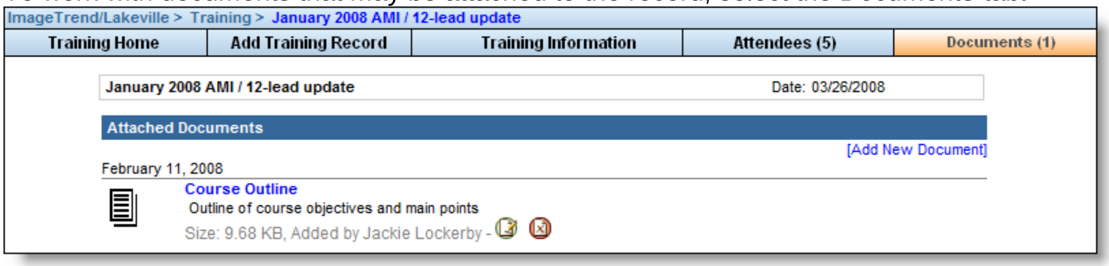


4. To change any information about the course, from the *Training Information* tab, use the provided fields to make the desired changes and click *OK.*
   NOTE: The information available to edit will depend on the setup of the template off of which this record was created.
5. To work with information about attendees, select the *Attendees* tab.



6. To edit information about the attendees, use the provided fields for each attendee to make changes and click *OK.*
   NOTE: The information available to edit will depend on the setup of the template off of which this record was created.
   HINT: To set information that will be the same for all attendees, type the information in the *Default Values* row. This information will be copied to all attendees unless individual changes are made.

7. To work with documents that may be attached to the record, select the *Documents* tab.



8. To add a new document,
    a. Click *Add New Document.*
    b. In the *Title* text box, type a name for the document.
    c. In the *Description* text box, type additional information about the document.
    d. Click *Browse…*
    e. Navigate to and select the document to be attached to the record.
    f. Click *Open.*
    g. Click *Submit.*
    The document is attached to the record.
9. To edit the name or description of an existing document,
    a. Click the corresponding *Edit* icon .
    b. In the *Title* text box, make any changes to the document's name.
    c. In the *Description* text box, make any changes to the additional information about the document.
    d. When finished, click *Submit.*
10. To return to the list of training records, select the *Training Home* tab.

Chapter 4

IMAGETREND
EMS STATE BRIDGE

Staff Information and Setup

4.1 Chapter Overview

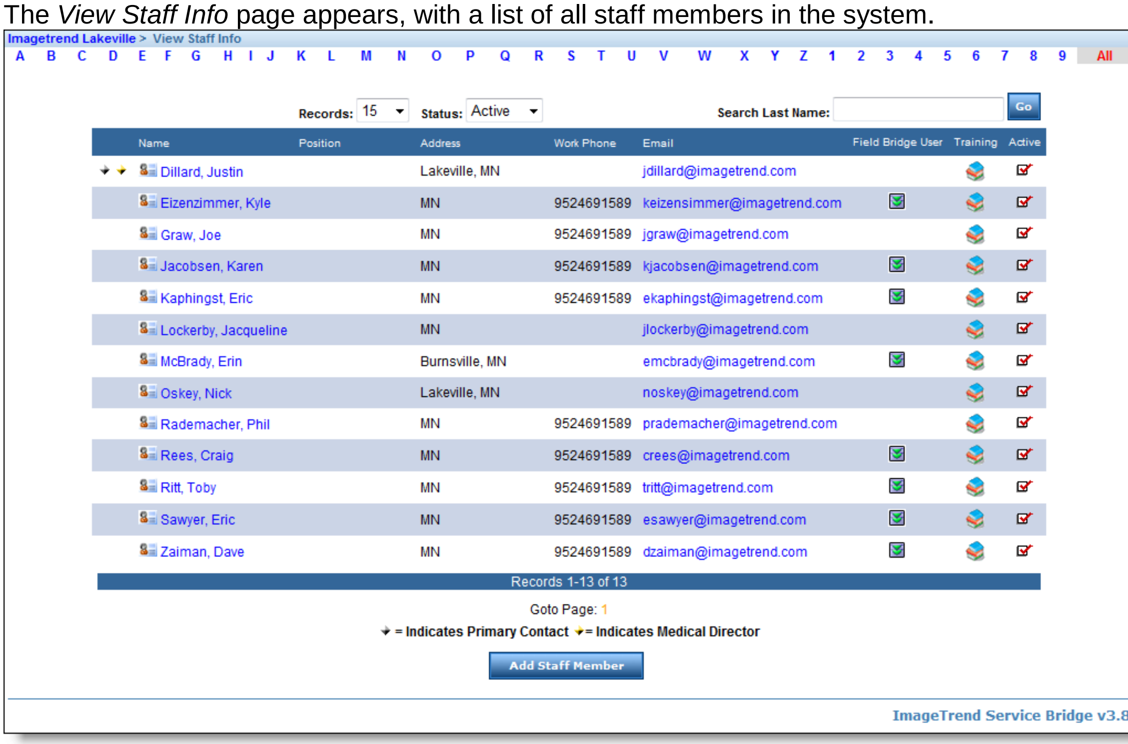
This chapter explains how administrators can view, change or add information for staff profiles. If staff information remains current in the State Bridge, data entry for incident reports will be considerably more efficient and easy.

4.2 Staff Profile Information

Staff profiles contain a variety of information about the staff member. This information can be used to automatically fill out run forms; keep track of the staff member's history, certifications and issued equipment; administer their access to the State Bridge and store contact and demographic information. Staff profiles also give staff members a username and password to sign in to the State Bridge. This information is organized into tabs in the editable profile. Each staff member of a service who has access to the State Bridge or who may be included on a run form should have a profile created in the system.

Basic staff profiles include information about the staff member's certifications, role and associations within the service and contact information. The main page listing all user profiles will display basic information about each record. Icons will appear to indicate whether this user is synchronized to a Field Bridge, as well as to open any training records for the staff member.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.



Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Dillard, Justin		Lakeville, MN		jdillard@imagetrend.com			
Eizenzimmer, Kyle		MN	9524691589	keizensimmer@imagetrend.com			
Graw, Joe		MN	9524691589	jgraw@imagetrend.com			
Jacobsen, Karen		MN	9524691589	kjacobsen@imagetrend.com			
Kaphingst, Eric		MN	9524691589	ekaphingst@imagetrend.com			
Lockerby, Jacqueline		MN		jlockerby@imagetrend.com			
McBrady, Erin		Burnsville, MN		emcbrady@imagetrend.com			
Oskey, Nick		Lakeville, MN		noskey@imagetrend.com			
Rademacher, Phil		MN	9524691589	prademacher@imagetrend.com			
Rees, Craig		MN	9524691589	crees@imagetrend.com			
Ritt, Toby		MN	9524691589	tritt@imagetrend.com			
Sawyer, Eric		MN	9524691589	esawyer@imagetrend.com			
Zaiman, Dave		MN	9524691589	dzaiman@imagetrend.com			

3. To sort the listed applicants by particular criteria, use the drop down menus to select the desired criteria.
4. To display a different number of records per page, from the *Records* drop down menu, select the desired number of records.
5. To search for a particular staff member, in the *Search Last Name* text box, type the last name or part of the last name for the desired staff member and click *Go.*
6. From the list of staff profiles, click the name of the desired staff member.
7. To return to the list of staff members at any point, click the *Back to Staff List* button.
8. After filtering, to view all staff members again, click *All.*

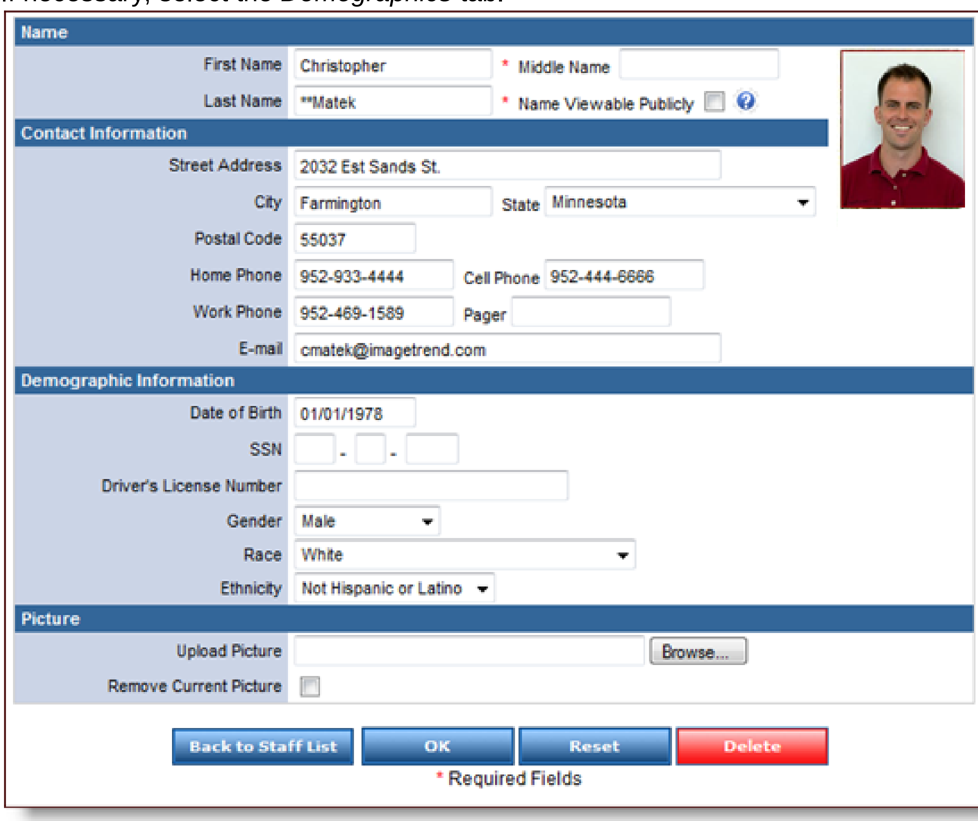
9. To view a particular staff member's profile, click the hyperlinked name.
10. To return to the list of staff members at any point, click the *Back to Staff List* button.
11. **OPTIONAL:** To edit the staff member's profile,
    a) Below the profile information, click *Edit.*
    b) Click a tab to work with the fields in that tab.
    c) Using the provided fields, change or add any desired information.
    d) To save any changes, click *OK.*
    To return to the staff profile without saving changes, click *Cancel.*

The Demographics Tab

The *Demographics* tab determines the name that will appear in this user's profile and for all other system functions working with this user, stores contact and personal information and allows users and administrators to upload photographs of the staff member.

To change or add this information:

1. From the staff member's profile, click *Edit.*
2. If necessary, select the *Demographics* tab.



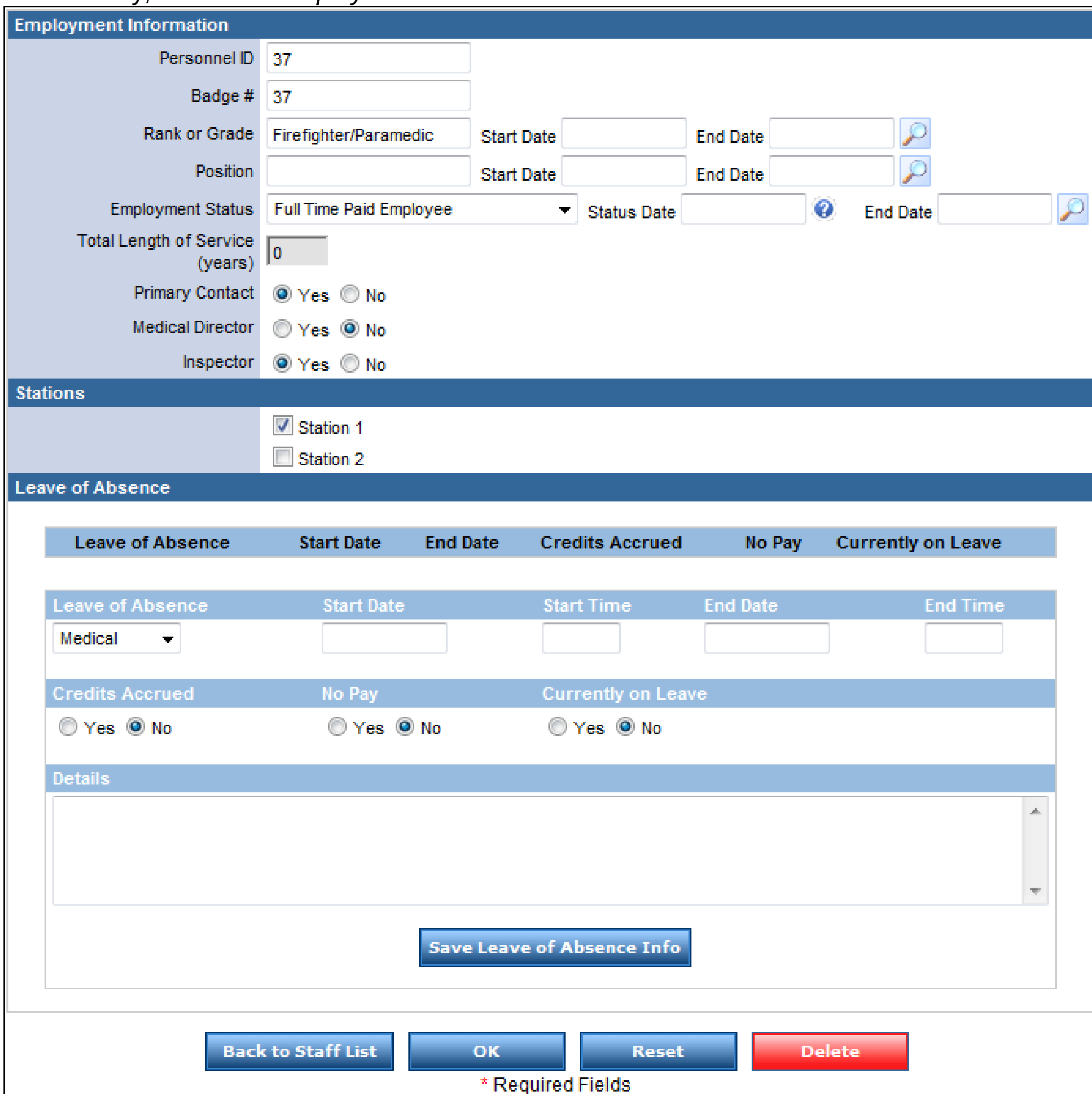
3. From the *Demographics* tab, use the provided fields to enter or change any information. **NOTE:** The driver's license number and social security number available on this page will be available only to that staff member and the service administrator(s).
4. When finished, to save, click *OK.*

The Employment Tab

The *Employment* tab keeps track of the user's history with the service, including their position and status, length of service, ID numbers and any leaves of absence that have been taken. The staff member can also be assigned to a particular station in this tab, as well as roles such as primary contact, medical director or inspector.

To add or change this information:

1. From the staff member's profile, click *Edit.*
2. If necessary, select the *Employment* tab.



3. In the *Employment Information* section, enter information about the staff member's status at the service.

   NOTE: To view the user's employment history, click the *Lookup History* icons  for each field.
4. In the *Stations* section, select all stations with which the profile should be associated.
   HINT: The user will be able to access information designated to all stations to which they are assigned, and will be available in all lists of staff by station for those selected stations.
5. In the *Leave of Absence* section, enter all information to be documented for a leave of absence for this staff member and click *Save Leave of Absence Info*.
   NOTE: This will remove the crew member from the *Personnel* drop down menu for the during the leave of absence.

The Certifications Tab

The *Certifications* tab keeps track of staff members' certifications and their respective dates.

1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Certifications* tab.

3. To edit or add information about a national certification, state certification or agency-specific certification,
   a. In the desired section, click *Click Here to Edit (Type) Registry Certification Info.*
   b. Using the provided fields, enter or change any desired information.
      NOTE: State certification ID information must be entered in order for this user to be available as a provider on run forms.
4. When finished, to save the changes, click *OK.*
5.

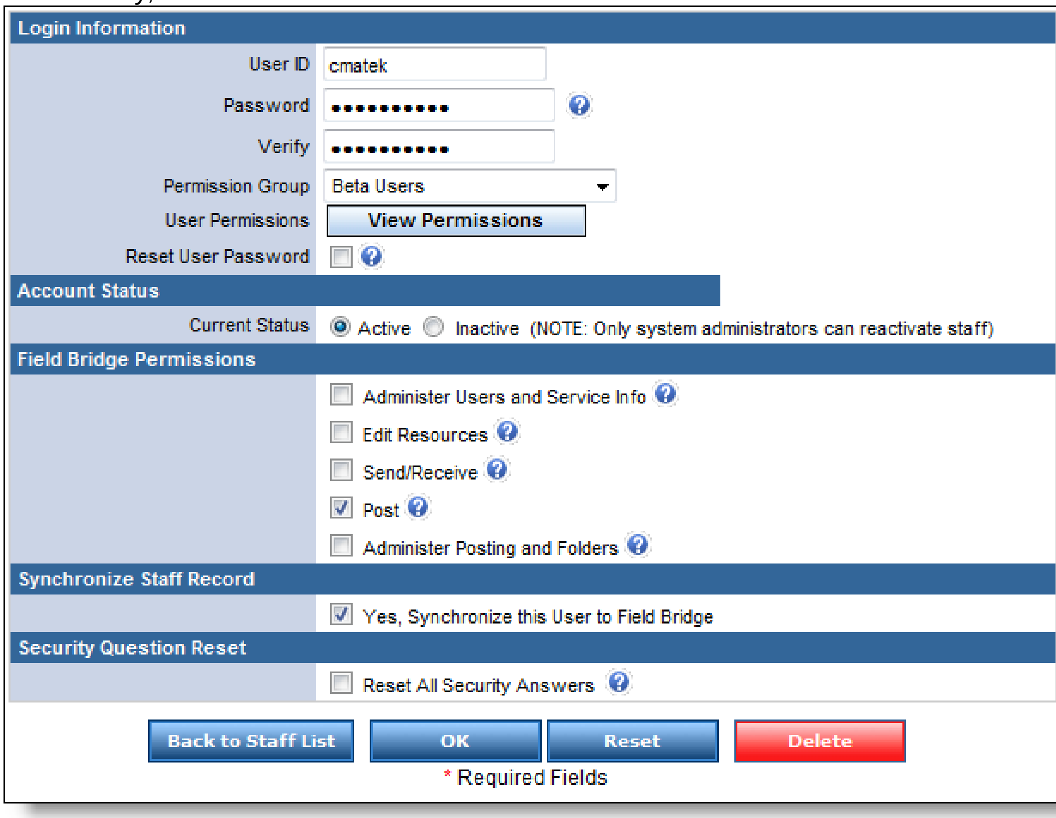
The Permissions Tab

The *Permissions* tab controls the user's access to the State Bridge system (and, if used, the Field Bridge system). This includes the user's username and password, State Bridge permission group and individual access rights, account status and access rights to the Field Bridge.

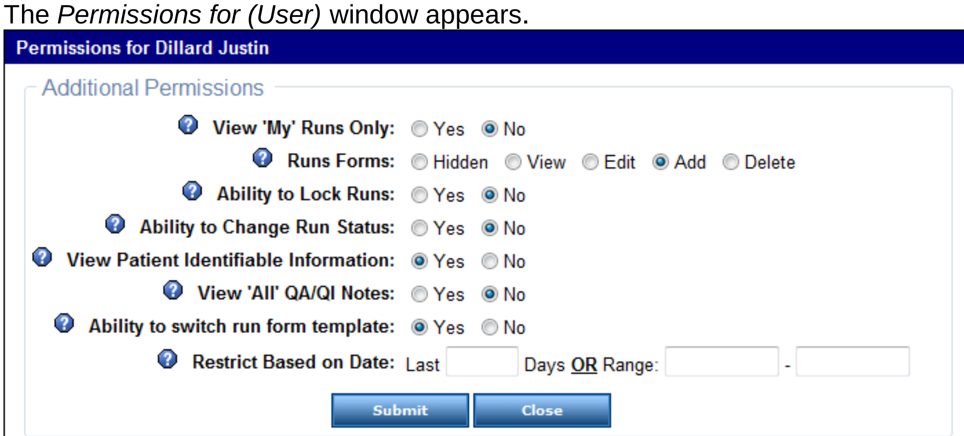
To work with this information:

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Permissions* tab.



3. To change the username or password, in the corresponding text boxes, make the desired change.
   NOTE: If the user's password is changed by anyone other than the user him- or herself, the user will be prompted to change the password after logging in.
   HINT: To force a user to change their password, select the *Reset User Password* checkbox.
4. To change the user's permission group, from the *Permission Group* drop down menu, select the correct group.
5. To change specific access rights,
   a. Click *View Permissions.*
      The *Permissions for (User)* window appears.



   b. Select and deselect checkboxes to allow and prevent access to particular functions.

HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

View My Runs Only
Gives the user access to past run reports submitted only from his or her account.

Runs Forms
Determines the level of access the user will have to run forms that they are allows to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

Ability to Lock Runs
Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

Ability to Change Run Status
Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

View Patient Identifiable Information
Determines whether this user will be allowed to view patient identifiable information on run forms.

View 'All' QA/QI Notes
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

Ability to switch run form template
Determines whether this user will be able to change run form templates after a run form is started.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

c. When finished, click *Submit.*

6. To activate or inactivate the account, in the *Current Status* section, select the desired option.
7. If the EMS Field Bridge system is used in addition to the State Bridge, to determine whether the user has access to specific Field Bridge features, in the *Field Bridge Permissions* section, select and deselect the desired options.
   HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

   Administer Users and Service Info
   Determines whether the user can work with user profiles and the service profile on the Field Bridge.

   Edit Resources
   Determines whether the user can access the *Resources* section to work with data elements.

Send/Receive
Determines whether the user can transfer run reports between Field Bridges on separate computers.

Post
Determines whether the user can send run reports from the Field Bridge to the State Bridge.

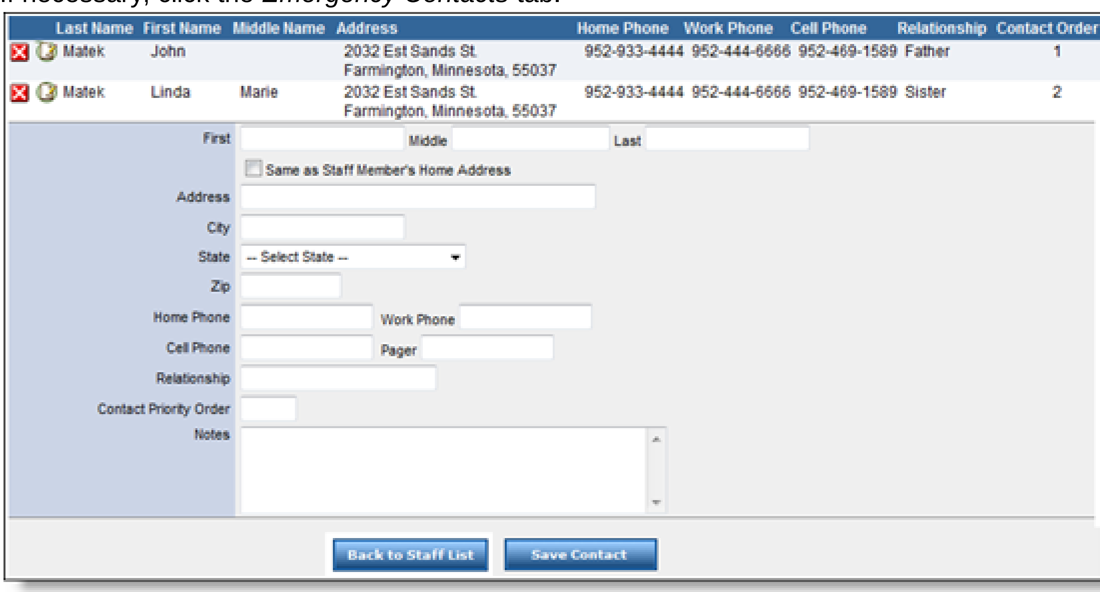
Administer Posting and Folders
Determines whether the user has the ability to set up posting preferences and view the folders containing run reports.

8. To copy all change information between the user's State Bridge profile and the user's Field Bridge profile, select the *Yes, Synchronize this User to Field Bridge* checkbox.
9. If using security questions, to force the user to re-enter the answers for those questions, select the *Reset All Security Answers* checkbox.|
   NOTE: If editing your own profile, the security questions and answers will appear on this page for editing.
10. When finished, to save the changes, click *OK.*

The Emergency Contacts Tab

The *Emergency Contacts* tab keeps contact information for persons who need to be informed in the event of an emergency involving the employee.

To work with information for contacts:
1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Emergency Contacts* tab.



3. To edit a contact's information or view additional notes, click the *Edit* icon and make any changes in the updated text boxes below.

The Training Tab

The *Training* tab keeps records of any continuing education courses that the staff member has attended or may attend to update certifications or further their training. Each course record can contain information about the type of class, hours required and completed for the course and the dates of the course and of renewal.

To work with training records:

1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Training* tab.

Manage Christopher **Matek's Continuing Education Records

Course	Category	Type	Start Date	Renewal	Hours Req / Attended
EMT I Certification	EMT Certification	Level 1			0.0 / 0.0
EMT 1 Certification	EMT Certification	Level 1	12/10/06		8.0 / 8.0
EMT II Certification	EMT Certification	Level 2			0.0 / 0.0
CPR Refresher	Basic	Medical	12/10/06	07/21/07	2.0 / 2.0
ACLS	EMS Course Work	Medical	12/10/06	12/11/08	16.0 / 16.0
Public Safety Educat...	Education	Community	12/10/06		4.0 / 4.0

3. To view more complete information about a particular record or to edit it, click the corresponding *Training* icon .
4. To edit the record, use the provided fields to make the changes and click *OK.*

4.3 Adding Staff Profiles

Administrators can add staff profiles to allow new staff members to access the system or simply to keep their information in the system.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.

Imagetrend Lakeville > View Staff Info

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 All

Records: 15 Status: Active Search Last Name: Go

Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Dillard, Justin		Lakeville, MN		jdillard@imagetrend.com			
Eizenzimmer, Kyle		MN	9524691589	keizensimmer@imagetrend.com			
Graw, Joe		MN	9524691589	jgraw@imagetrend.com			
Jacobsen, Karen		MN	9524691589	kjacobsen@imagetrend.com			
Kaphingst, Eric		MN	9524691589	ekaphingst@imagetrend.com			
Lockerby, Jacqueline		MN		jlockerby@imagetrend.com			
McBrady, Erin		Burnsville, MN		emcbrady@imagetrend.com			
Oskey, Nick		Lakeville, MN		noskey@imagetrend.com			
Rademacher, Phil		MN	9524691589	prademacher@imagetrend.com			
Rees, Craig		MN	9524691589	crees@imagetrend.com			
Ritt, Toby		MN	9524691589	tritt@imagetrend.com			
Sawyer, Eric		MN	9524691589	esawyer@imagetrend.com			
Zaiman, Dave		MN	9524691589	dzaiman@imagetrend.com			

Records 1-13 of 13

Goto Page: 1

= Indicates Primary Contact = Indicates Medical Director

Add Staff Member

ImageTrend Service Bridge v3.8

3. Click *Add Staff Member.*
4. Using the provided fields in each tab, enter all desired profile information.
   HINT: The first tab must be completed and saved before any other tabs can be used.
   WARNING: Be sure to save each tab before moving on to a new tab to prevent information from being lost.

5. To save the new profile, click *OK.*
   To return to the list of staff, click *Cancel.*

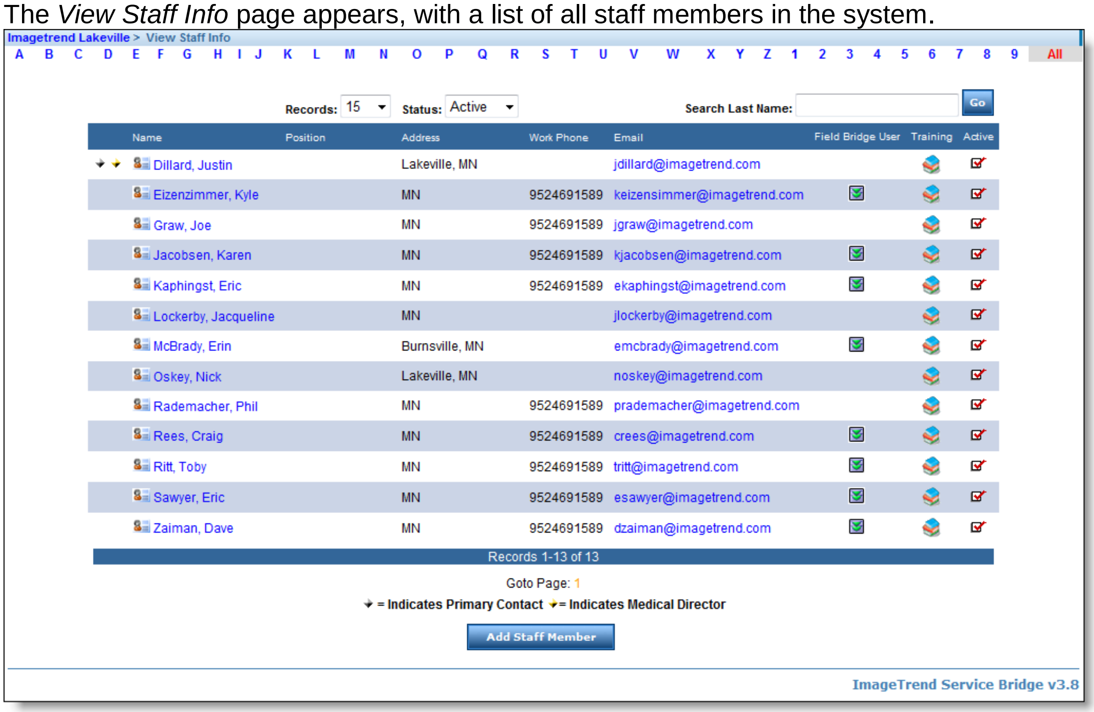
4.4 Viewing and Editing Staff Profile Information

Each staff member of a service who has access to the State Bridge or who may be included on a run form should have a profile created in the system. This profile can keep track of contact employment and contact information, certifications and training, and associations with the service or particular stations. Staff profiles also give staff members a username and password to sign in to the State Bridge.

Viewing and Editing Basic Profile Information

Basic staff profiles include information about the staff member's certifications, role and associations within the service and contact information.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.


Imagetrend Lakeville > View Staff Info
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 All

Records: 15 Status: Active Search Last Name: Go

Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Dillard, Justin		Lakeville, MN		jdillard@imagetrend.com			
Eizenzimmer, Kyle		MN	9524691589	keizensimmer@imagetrend.com			
Graw, Joe		MN	9524691589	jgraw@imagetrend.com			
Jacobsen, Karen		MN	9524691589	kjacobsen@imagetrend.com			
Kaphingst, Eric		MN	9524691589	ekaphingst@imagetrend.com			
Lockerby, Jacqueline		MN		jlockerby@imagetrend.com			
McBrady, Erin		Burnsville, MN		emcbrady@imagetrend.com			
Oskey, Nick		Lakeville, MN		noskey@imagetrend.com			
Rademacher, Phil		MN	9524691589	prademacher@imagetrend.com			
Rees, Craig		MN	9524691589	crees@imagetrend.com			
Ritt, Toby		MN	9524691589	tritt@imagetrend.com			
Sawyer, Eric		MN	9524691589	esawyer@imagetrend.com			
Zaiman, Dave		MN	9524691589	dzaiman@imagetrend.com			

Records 1-13 of 13

Goto Page: 1

= Indicates Primary Contact = Indicates Medical Director

Add Staff Member

ImageTrend Service Bridge v3.8

3. To view only certain staff members, use the *Stations* drop down list of the alphabet links at the top of the page to filter staff by the station with which they are associated or by last name.
4. To search for a particular staff member, in the *Search Last Name* text box, type the desired last name and click *Go.*
5. After filtering, to view all staff members again, click *All.*
6. To view a particular staff member's profile, click the hyperlinked name.
7. **OPTIONAL:** To edit the staff member's profile,
   e) Below the profile information, click *Edit.*
   f) Click a tab to work with the fields in that tab.
   g) Using the provided fields, change or add any desired information.
   h) To save any changes, click *OK.*
      To return to the staff profile without saving changes, click *Cancel.*

Chapter 5

IMAGETREND EMS STATE BRIDGE

Submitting Incident Reports

5.1 Chapter Overview

The primary purpose of the State Bridge is to collect and analyze data about EMS incidents. This chapter explains how to create and view incident reports, view the history of incident reports and create specified reports for analyzing incident data.

5.2 Adding a New Incident Report

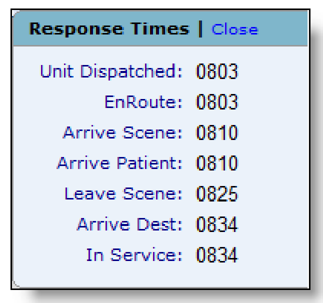
Users with the correct permission rights can complete run forms using the State Bridge. Services may choose to set up templates for common occurrences with a different layout.

Incident Report Tips

The tabs for each form are coded to inform users about their status. Tabs that have required information missing will be red, the tab currently displayed will be orange, and tabs that have not been viewed will be blue. Within red tabs, important fields that have not been completed will be listed at the top of the page. Administrators with the correct permissions can set up validation rules to designate which fields are important and how much will be taken off of the form's validity score when they are left incomplete. The *Incident* tab must be submitted before validity information appears.

WARNING: Before moving to a new tab, be sure to save. Unsaved changes will be lost when moving between tabs.

After the first tab of the run form is submitted, the run form toolbar will appear at the top of the page. This toolbar provides options for adding additional components to the run form (e.g., addendums or attachments), viewing reports that can be printed regarding this run report, and opening a *Times* pop up box that will display the incident times for reference on any tab.

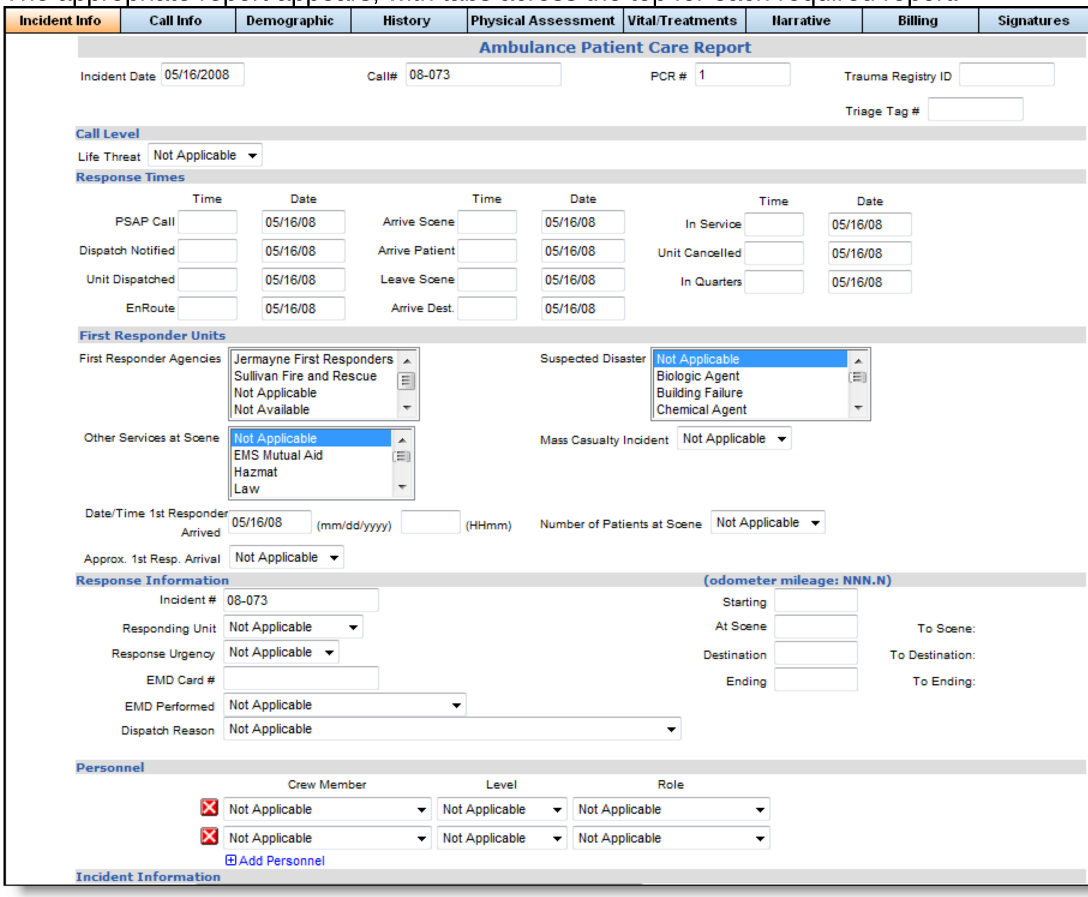


Completing a New Incident Report

Each tab of the run form can be completed in any order after the first tab with basic incident information is submitted.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Add Run.*
   The *Run Form Template Selection* page appears.

3. Select the appropriate template for the incident.
   The appropriate report appears, with tabs across the top for each required report.



4. Using the provided fields and tabs, enter all information pertaining to the EMS incident.
   HINT: When times are entered that span more than one day (e.g., changing from 23:55 to 00:04), the dates will be changed automatically to reflect that date change.
   NOTE: Be sure to click *Save/Submit Form* before opening a new tab or all new data will be lost.
5. Click *Save/Submit Form.*
   NOTE: All tabs can now be worked with in any order.
   WARNING: Be sure to save tabs before moving to a new tab so no information is lost.
6. In the *Call Info* tab, enter information about the destination and response.
7. In the *Demographic* tab, enter demographic information about the patient.
   HINT: To automatically fill in information for a patient who is in the *Repeat Patient* database, click *Repeat Patient* and select the desired patient.
8. In the *History* section, enter information about the patient's medical history.
   HINT: As medications are typed into the *Medication* fields, a list will appear of all medications that match the text. This drop down will also include responses if patients deny medication or allergies.
9. In the *Physical Assessment* section, enter information about the physical state of the patient.
   HINTS: Select the body type and click on each portion of the body that requires an assessment to enter information.
   Use the fields below the displayed image to enter additional information.
   NOTE: The time will be entered by default as the Arrived at Patient time.
10. When finished, click *Save.*

11. **OPTIONAL:** To enter injury information, from the top of the *Physical Assessment* page, click *Injury Assessment* and use the image to enter information.
    HINTS:
    Click on each portion of the body that requires an assessment to enter information.
    Use the fields below the displayed image to enter additional information.
12. When finished, click *Save.*
13. **OPTIONAL:** To enter information about burns, from the top of the *Physical Assessment* page, click *Burn Assessment* and use the image to enter information.
    HINTS:
    Click on each portion of the body that requires an assessment to enter burn information.
    Click once for a first degree burn, twice for a second degree burn, and three times for a third degree burn. Clicking once more after indicating a third degree burn will remove the assessment from that area.
14. When finished, click *Save.*
15. From the *Vitals/Treatments* tab, enter information about medications, procedures, vitals EKGs and treatment.
    HINTS:
    Click the buttons across the top of the page to switch what information is being entered.
    When finished with a section, before adding the next piece of information, click *Save (Feature).*
    Times for vitals, medications, EKG and procedures will be assigned to the Arrived at Patient time.
    The medications and procedures available may change based on the user performing the act.
    When medications are added, the dosage will be automatically entered as the default value.
16. In the *Narrative* section, complete the required fields to generate a narrative.
    HINT: To automatically generate a narrative (if permissions allow), from the *Narrative* section, use the drop down menu to select the desired type of narrative and click *Set Narrative.*
17. From the *Billing* tab, enter information about billing.
18. From the *Signatures* tab, complete the necessary fields for signatures.
19. To add additional information to the run form, from the run form's toolbar, click *Form Options* and the selected option.
    HINT: For more information, please refer to *Additional Run Form Options.*

5.3 Additional Run Form Options

Once a run form is completed, system users can add additional information, including QA/QI notes, addendums or attachments. In addition, a new patient can be added to the incident, which will create a new run form for the new patient but copy all incident information that will apply to both patients. **NOTE:** Be sure to complete the first run form before adding a new patient.

Adding a Patient to a Run Report

When a patient is added to an existing run form, a new run form will be created for the patient that copies all incident information that has been completed in the existing form. Patient-specific information can be recorded in this new run form. This option should not be completed until the run form is otherwise finished.

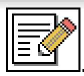
1. From the existing run form from which incident data should be copied, from the run form toolbar, click *Form Options* and *Add Patient.*
2. In the *New Patient Care #* text box, type the number for this patient care report.
   NOTE: These numbers will differ depending on your service's requirements. Most numbers will be similar to the incident number but contain differences to indicate the new patient.

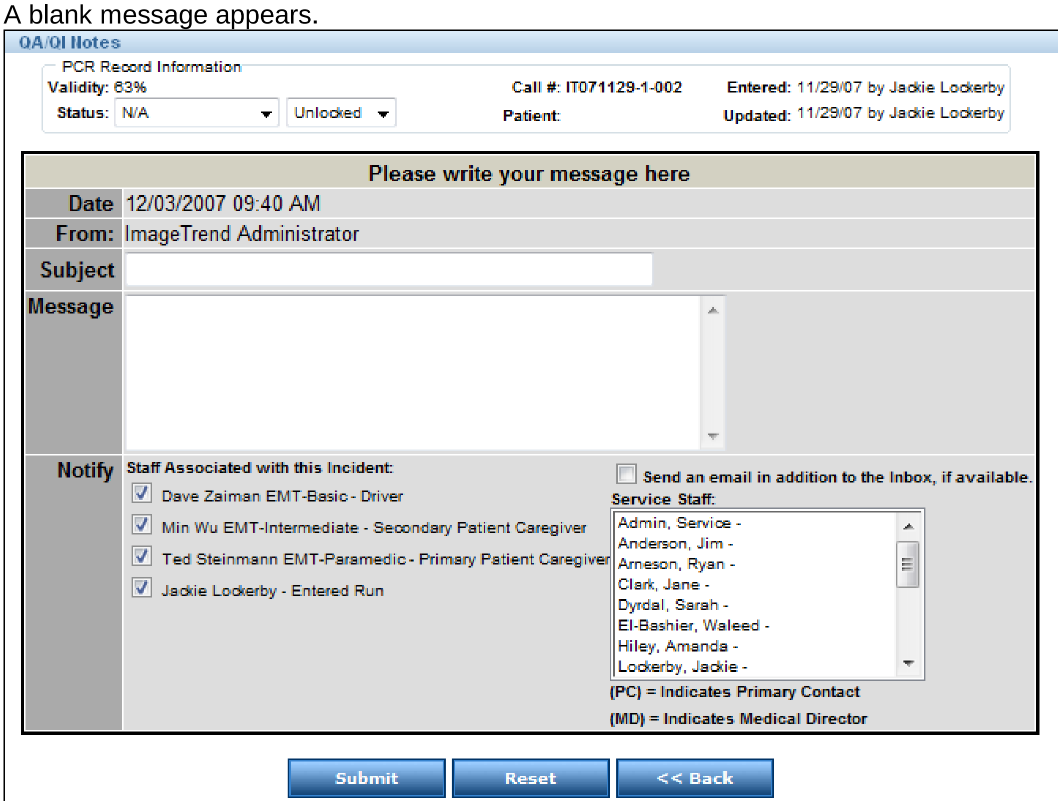
3. Click *Add New Patient To this Incident.*
   A new run form appears.
4. Using the provided fields, complete the run form for the new patient as indicated in *Adding a New Incident Report.*

Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes will be attached to the incident and sent to the inboxes of any personnel included.

1. From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note.*
   The *QA/QI Notes* window appears.

2. Click the *New Message* icon .
   A blank message appears.



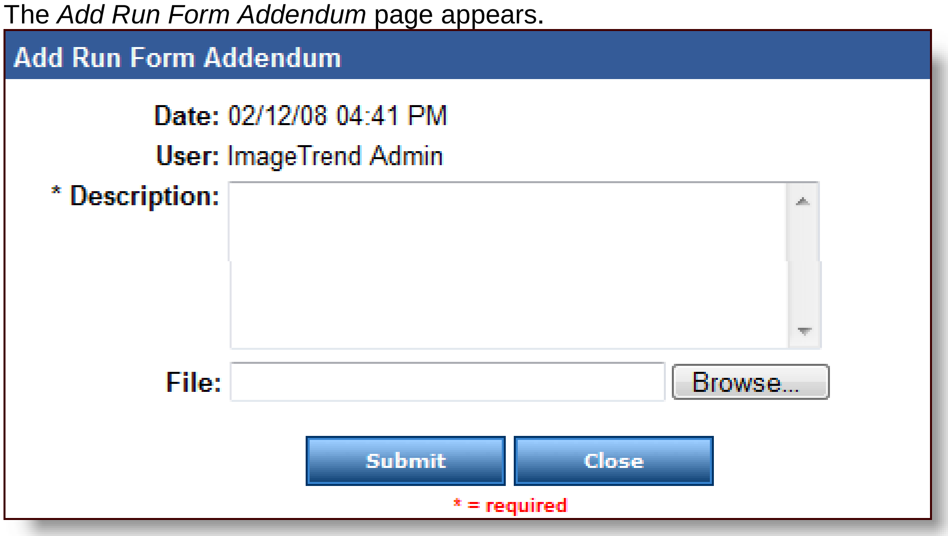
3. In the *Subject* text box, type a name for the message.

4. In the *Message* text box, type the body of the note.
   NOTE: Information must be typed in the *Message* text box before the message can be sent.
5. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.
   NOTE: Staff already associated with the incident will be listed in the *Staff Associated with this Incident* section and their checkboxes can be selected. Other staff for the service will be listed in the *Service Staff* scroll list. Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name. A link to the incident report will also be included in the message.
6. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
7. To post the note, click *Submit.*

Adding Addendums

Run reports are locked after a specific amount of time to prevent additional changes from being made. In the case that additional information must be added, however, personnel with permissions can attach a separate file containing that information. This file could be a Word or Excel document, or any other document type preferred by the service.

1. From the run report to which the addendum should be added, from the run form toolbar, click *Form Options* and *Add Addendum.*
   The *Incident Addendum* window appears.
2. Click *Add Addendum.*
   The *Add Run Form Addendum* page appears.



3. In the *Description* text box, type any information.
4. **OPTIONAL:** From the *File* section, type the path to the file or click *Browse* to locate and select the file.
5. When finished, click *Submit.*

Adding Attachments

Additional files can assist with the complete documentation of incidents, including photographs or scanned documents. System users can attach files to the run report.

1. From the run report to which the file should be attached, from the run form toolbar, click *Form Options* and *Add Attachment.*
   The *Incident Attachments* window appears.
2. Click *Add Attachment.*

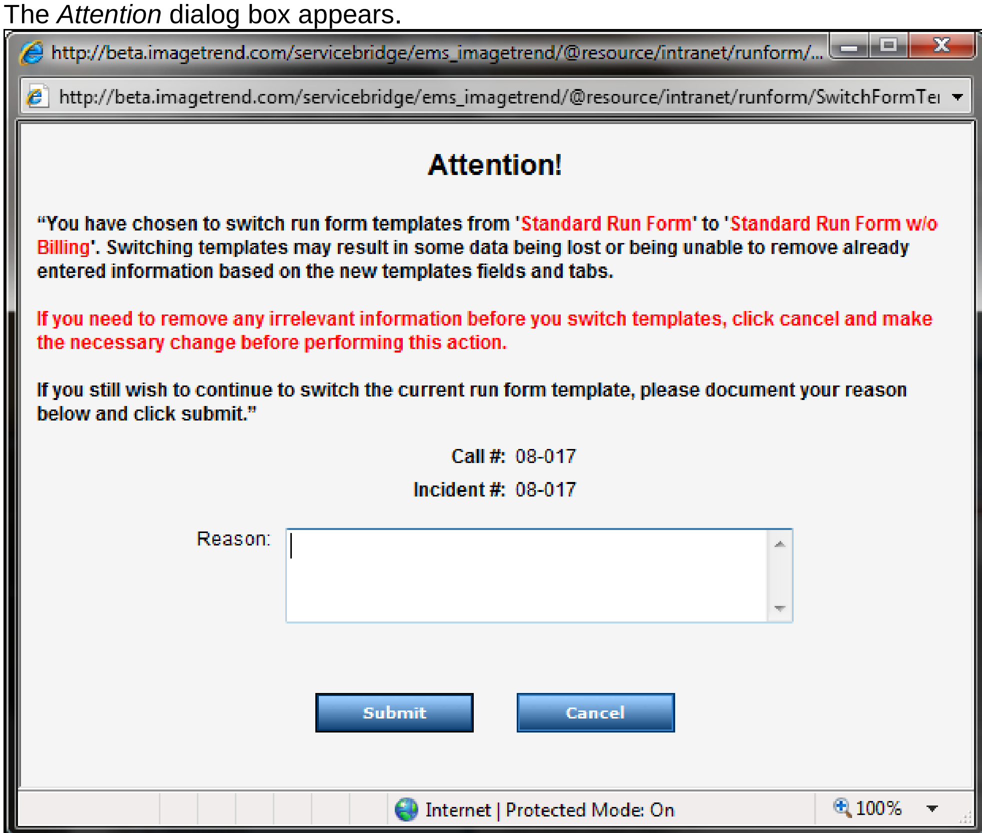
3. In the *File* section, type the path to the file.
   OR
   To search for the file,
   a. Click *Browse…*
   b. Navigate to and select the desired document.
   c. Click *Open.*
4. When finished, click *Submit.*

Switching Templates

Run form templates can be switched in the middle of a run report. All information that should be copied to the new template should be saved, although not all information may carry over, depending on the new template selection. All information that should not be copied should be deleted from the run form.

This option may not be available if the user does not have the correct permissions, if only one run form template is available for the service or if the run has been locked at some point. If the run form template is switched, this action will be noted in the history for this run.

1. From the existing run form, from the run form toolbar, click *Form Options* and *Switch Template.*
2. Select the desired new template.
   The *Attention* dialog box appears.



3. In the *Reason* text box, type the explanation.
4. To change the run form template, click *Submit.*

Chapter 6

IMAGETREND
EMS STATE BRIDGE

Working with Past Incident Report Data

6.1 Chapter Overview

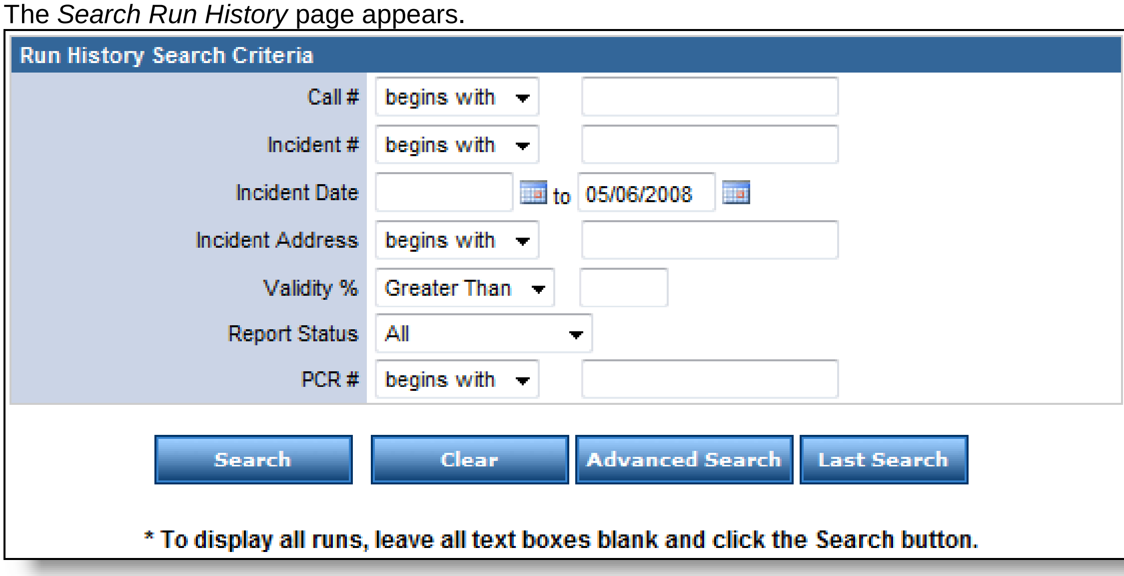
Administrators with the correct permissions can work with data from run forms that have been previously submitted to the State Bridge. This chapter explains how administrators can locate, view and edit past run reports, delete practice run reports, view the history audit trail and access several pre-created reports analyzing the submitted data.

6.2 Viewing and Editing Past Run Reports

Administrators can view and search through any run reports that they have created on or uploaded to the State Bridge system. Based on their level of permissions, some administrators may be able to view run reports submitted by other users within their service. Within the time frame set by the user's service, these run forms may be altered to contain more complete or correct information, but after this time frame the user will only be able to view the static report.

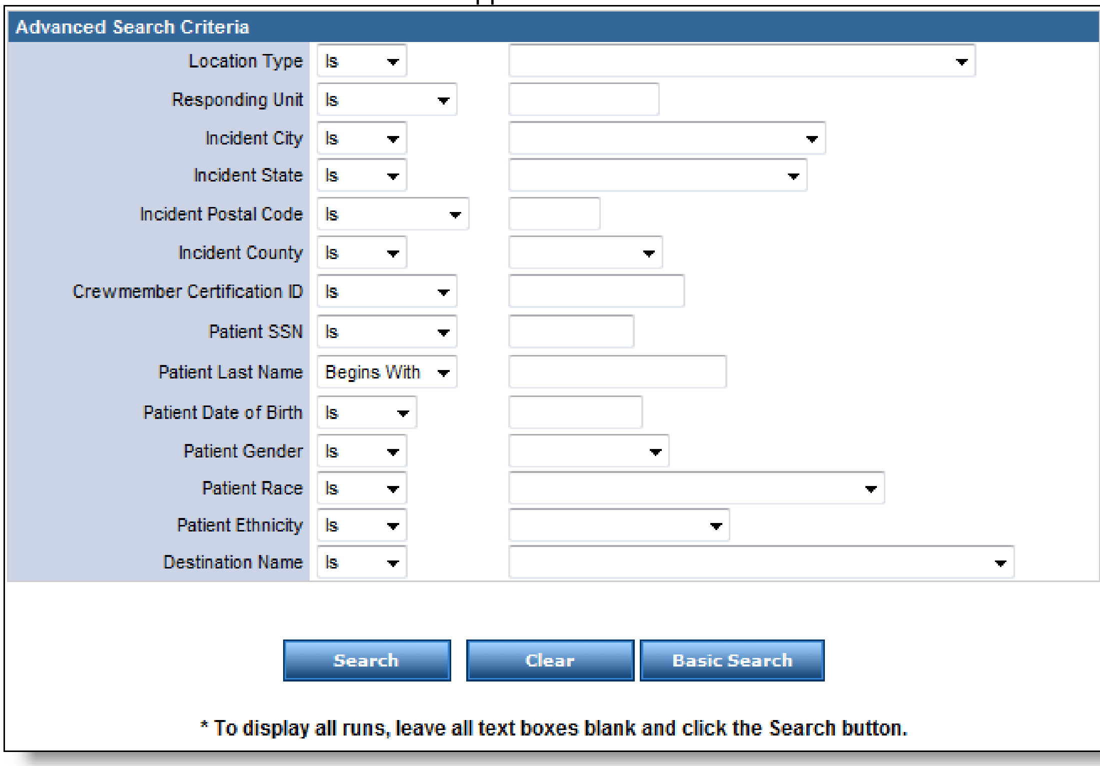
To view past run reports:

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Run History*.
   The *Search Run History* page appears.



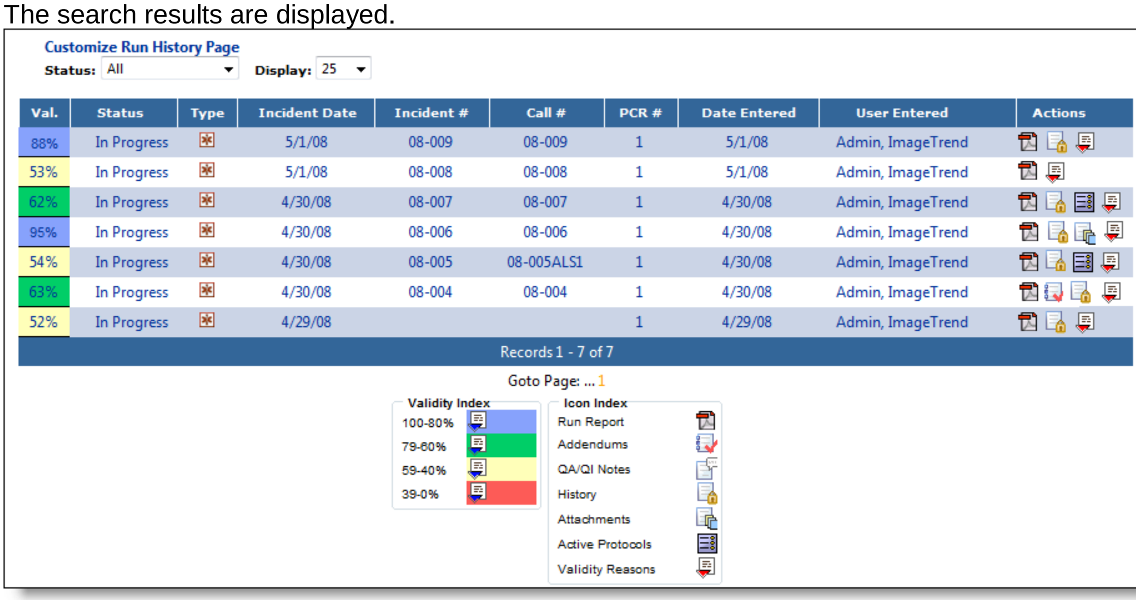
3. Using the provided fields, enter all criteria to narrow down the reports that should be displayed.
   HINT: To display all runs entered by the signed-in user, make sure that the *Incident Date* text boxes display appropriate dates and that all other fields are empty of criteria.
4. To search by more specific criteria,

a. Click *Advanced Search.*
The *Advanced Search Criteria* section appears.



b. In the *Advanced Search Criteria* section, enter all additional search terms.

5. When finished, to display a list of all run reports created by the signed-in user matching the set criteria, click *Search.*
The search results are displayed.



Customize Run History Page
Status: All Display: 25

Val.	Status	Type	Incident Date	Incident #	Call #	PCR #	Date Entered	User Entered	Actions
88%	In Progress		5/1/08	08-009	08-009	1	5/1/08	Admin, ImageTrend	
53%	In Progress		5/1/08	08-008	08-008	1	5/1/08	Admin, ImageTrend	
62%	In Progress		4/30/08	08-007	08-007	1	4/30/08	Admin, ImageTrend	
95%	In Progress		4/30/08	08-006	08-006	1	4/30/08	Admin, ImageTrend	
54%	In Progress		4/30/08	08-005	08-005ALS1	1	4/30/08	Admin, ImageTrend	
63%	In Progress		4/30/08	08-004	08-004	1	4/30/08	Admin, ImageTrend	
52%	In Progress		4/29/08			1	4/29/08	Admin, ImageTrend	

Records 1 - 7 of 7
Goto Page: ... 1

Validity Index	
100-80%	
79-60%	
59-40%	
39-0%	

Icon Index
Run Report
Addendums
QA/QI Notes
History
Attachments
Active Protocols
Validity Reasons

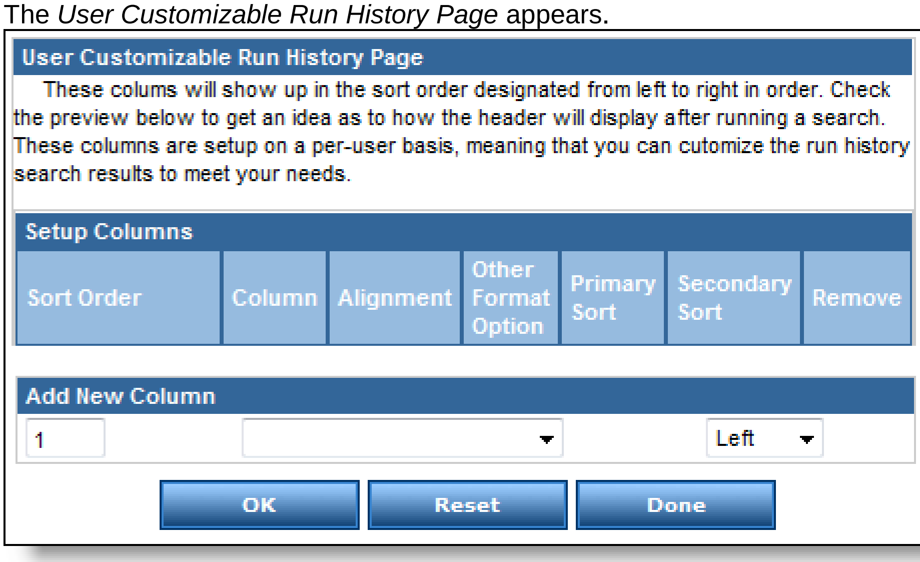
6. To temporarily show only certain results within the list, use the drop down menus at the top of the window to select the criteria by which to filter.
7. To sort the results by a particular heading, click the desired heading. To reverse the order that the records are sorted by (e.g., to switch from sorting A–Z to sorting Z–A), click the heading again.
8. To view a particular record, click the any of the linked text in that record.

9. **OPTIONAL:** To edit the record,
   a. Using the tabs on the top of the run form, navigate to the page with the information to be changed.
   b. Using the provided fields, change any desired information.
   c. Before closing that tab, click *Save/Submit Form.*
   d. Repeat steps a–c until all desired changes have been made.

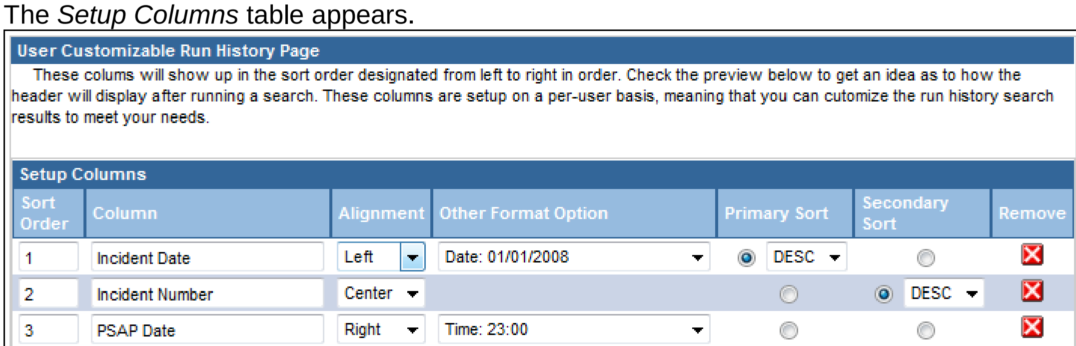
Editing the Run History Display Options

The columns that display information about the records on the *Run History* page can be configured to display the information most relevant to your needs.

1. From the *Run History* page, click the *Customize Run History Page* link.
   The *User Customizable Run History Page* appears.



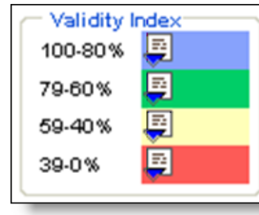
2. To select a new column to be displayed, from the *Add New Column* section, from the first drop down menu, select the desired column.
3. From the second drop down menu, select where the new column should be added to the page in relation to the existing columns.
4. Click *OK.*
   The *Setup Columns* table appears.



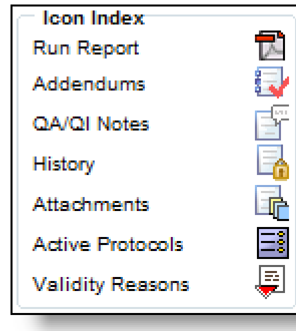
5. To change the text at the top of the column, in the *Column* column, type the new text.
6. To set a column as the first column that records will be sorted by, select the corresponding *Primary Sort* option and select the desired sort order.
7. To set a column as the second column that records will be sorted by, select the corresponding *Secondary Sort* option and select the desired sort order.
8. When finished, click *OK.*

Working with Run History Results

The *Run History* report contains basic information about the displayed run. Clicking on the color-coded *Validity* 100% icon, incident number, call number, or PCR number will open the corresponding Patient Care Report.

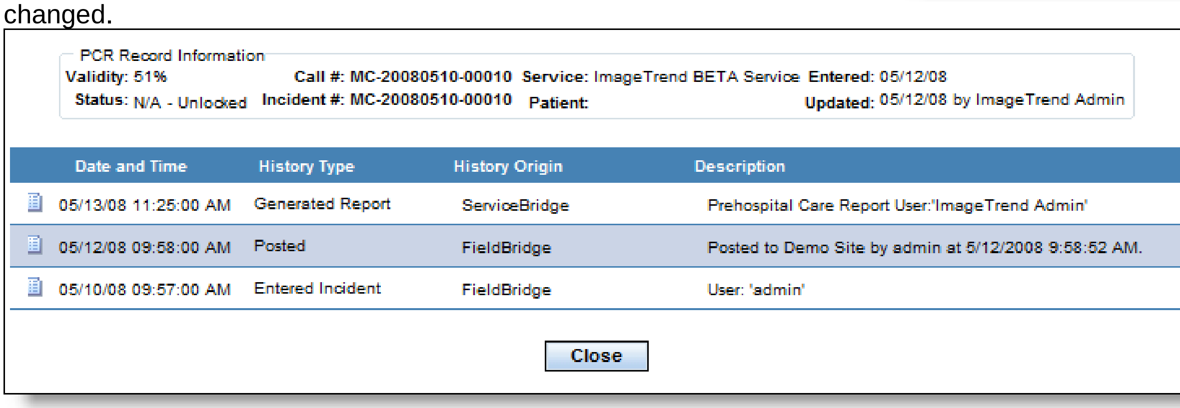


Each run report listed in the search results will show the incident report's validity with both a percentage and a color. A validity index, which defines the validity associated with each color, can be found at the bottom of the *Run History* screen. These colors provide an at-a-glance method to determine the validity of run reports.



The *Actions* column contains icons to inform users of all additional documentation related to the run report. The icon index at the bottom of the run history page defines the actions column. If a call has an addendum, QA/QI note, active protocol, documented validity reason or attachment associated with it, the appropriate column will be displayed in the corresponding row for the call record. All calls will have a *Run Report* icon and a *History* icon associated with them.

Clicking the *History* icon will bring up the history audit trail for this run report. This will display a record of all personnel who accessed the report based on their login information and document any information that was changed.



Deleting Run Reports

Administrators should use caution when removing run reports from the system, as they will no longer be available for reference. This option is primarily useful for deleting runs that were entered as part of training or test procedures, or incidents that were mistakenly entered twice.

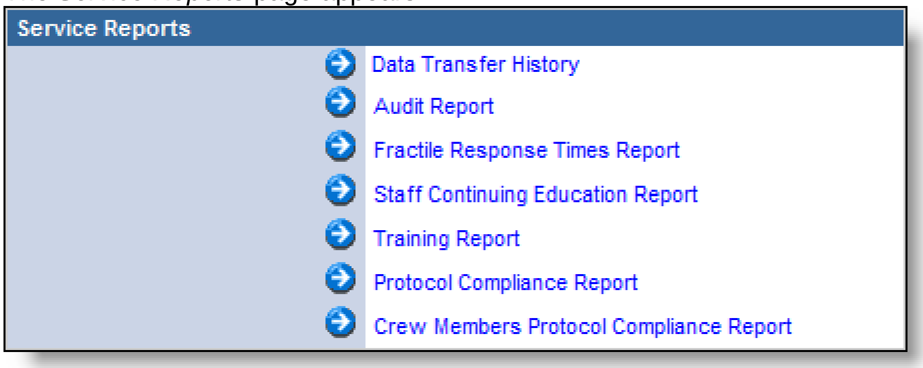
1. Locate and open the report to delete.
2. From the bottom of the *Incident Info* tab, click *Delete.*
3. In the confirmation page, click *Yes.*

6.3 Accessing Pre-Created Service Reports

The State Bridge has several common service reports easily available that all system users can request for more information about the collected data. The information in these reports has already been defined, but takes the data from the run reports entered into the State Bridge by the selected service. Additional reports are available from the Report Writer*.* For more information about the Report Writer, please refer to the *Report Writer* chapter.

1. To view this information, from the top toolbar, click *My Service.*

2. From the left menu, click *Reports.*
   The *Service Reports* page appears.



3. From the *Reports* page, click the name of the desired report.
   If any additional information is needed to specify the data in the report, a new page will appear with empty fields.
4. To further specify the report data, use the provided fields to enter the correct criteria and click *Continue.*
   The new report appears.

Chapter 7

IMAGETREND
EMS STATE BRIDGE

Communicating with the State Bridge

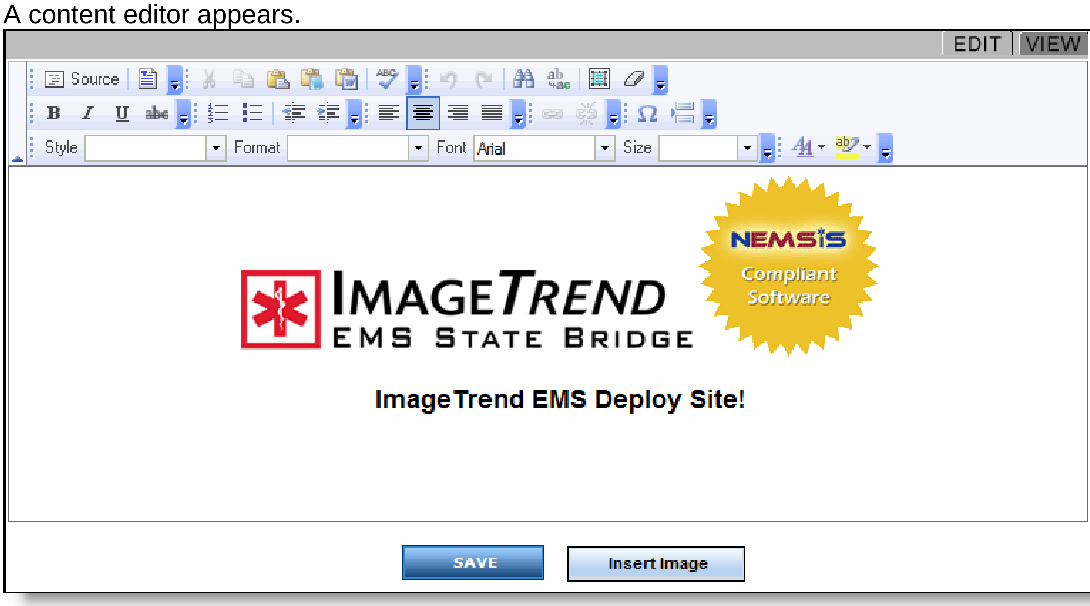
7.1 Chapter Overview

The State Bridge provides several ways to communicate with both people within the service and from the public. This chapter explains how to send and receive messages using the State Bridge inbox and how to post messages on the home page of the State Bridge for system users.

7.2 Editing the Service Home Page

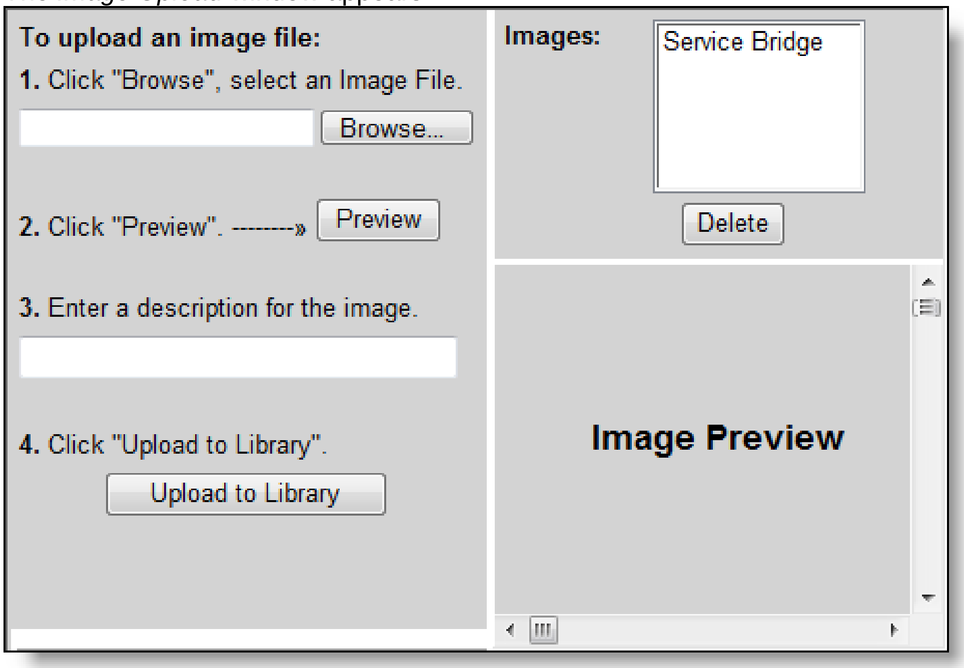
The home page that appears when a user or administrator logs in to a service's portion of the State Bridge can be edited or customized with an easy-to-use content editor. This can be an effective way to communicate short messages to system users. The administrator can access *Edit* and *View* tabs from the home page. The *Edit* tab provides access to the content editor, while the *View* tab allows users to view the site without editing. To add an image to the page, it must be included in the library for the State Bridge. Administrators can add images to the library.

1. From the top toolbar, click *My Service.*
2. From the left menu, click the desired region and service.
3. From the top right corner of the page, click the *Edit* tab.
   A content editor appears.



4. To change the content of the page, in the main pane, make any desired changes.
   NOTE: Formatting options are available from the toolbar in the content editor. To view the purpose of any of the buttons in the toolbar, hover the mouse above the button to display a short description.
5. To add an image to the page,

a. Click *Insert Image.*
The *Image Upload* window appears.



b. From the *Images* scroll list, select the desired image.
A preview of the image appears below the *Images* scroll list.
c. Click and drag the preview image to the home page.
d. Move the image as desired on the home page.

6. When finished working with the home page, to keep the changes, click *SAVE.*
7. To prevent accidental changes, from the top right corner, click *View.*
The home page is no longer editable.

Adding Images to the Library

Images must be loaded in the library to be added to the State Bridge's home page.

1. Click *Browse…*
2. Navigate to and open the desired image.
3. To view the image as it will appear on the page, click *Preview.*
4. In the *Enter a description for the image* text box, type a short explanation of the image.
5. Click *Upload to Library.*
The image is added to the library and will be displayed in the *Images* scroll list on the right side of the window.

7.3 Service Web Pages for the Public

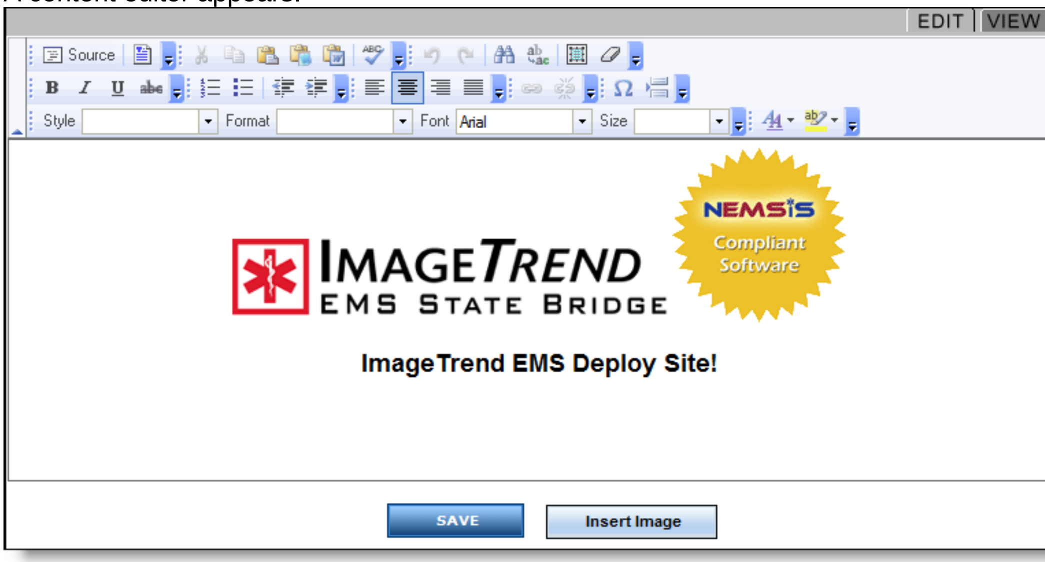
Services working within a state that uses ImageTrend's State Bridge may have a space for a web page that the public can access without login information. This page can contain contact information and statistics about the service's performance.

When a public web page is set up, the information on the site will be drawn from the State Bridge. The service may configure their own web page, and each staff member will have an option on their profile determining whether their name and contact information (phone number and email address) will appear on the public page.

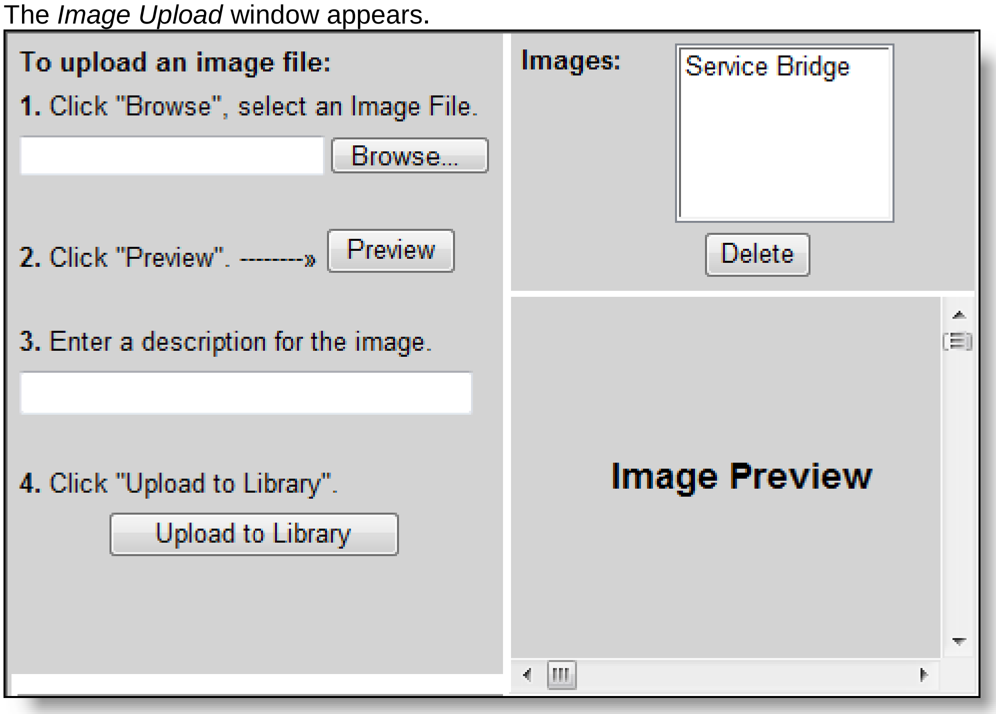
Setting Up a Service Page

To design the service page and enter any content:

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Website.*
3. From the upper right corner, click the *Edit* tab.
   A content editor appears.



4. To change the content of the page, in the main pane, make any desired changes.
   NOTE: Formatting options are available from the toolbar in the content editor. To view the purpose of any of the buttons in the toolbar, hover the mouse above the button to display a short description.
5. To add an image to the page,
   a. Click *Insert Image.*
      The *Image Upload* window appears.



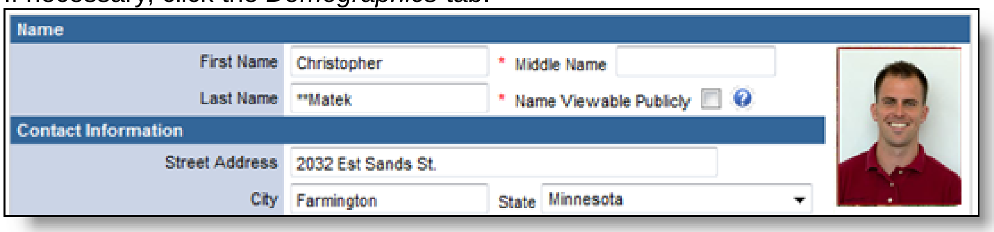
b. From the *Images* scroll list, select the desired image.
A preview of the image appears below the *Images* scroll list.
c. Click and drag the preview image to the home page.
d. Move the image as desired on the home page.

6. When finished working with the home page, to keep the changes, click *SAVE.*
7. To prevent accidental changes, from the top right corner, click *View.*
The home page is no longer editable.

Displaying and Hiding Staff Information on the Public Page

To select whether a staff member's name and contact information should be visible on the public site:

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Staff.*
3. Click the name of the staff member.
4. Click *Edit.*
5. If necessary, click the *Demographics* tab.



6. To display the staff member's information, in the *Name* section, select the *Name Viewable Publicly* checkbox.
To prevent the staff member's information from being displayed on the website, in the *Name* section, deselect the *Name Viewable Publicly* checkbox.
7. Click *OK.*

7.4 Working with the Inbox

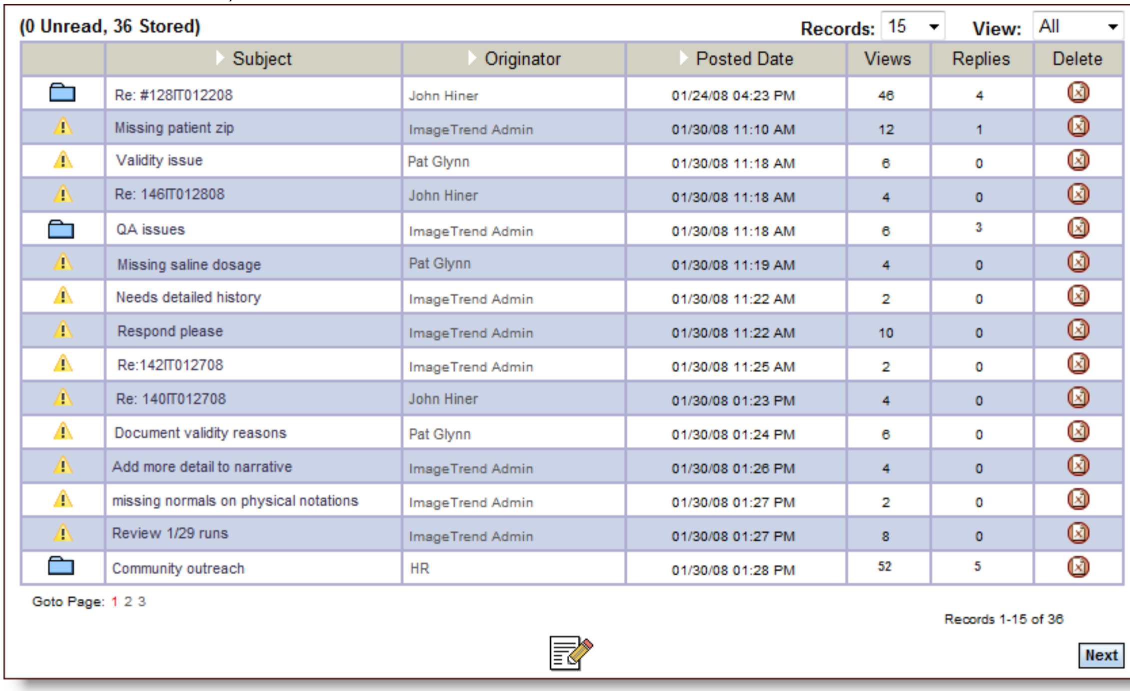
The *Inbox* can be used in the same way as an email inbox, to send, receive or store messages from other system users.

Viewing Messages in the Inbox

The *Inbox* is how users obtain, respond and write messages pertaining to specific incidents or to communicate with other members of the service, medical direction or other system users. Message status is maintained within the system to verify when messages are sent, replied to and read. Every time a message is viewed, it will be noted by the system. Messages can be stored in the inbox for later reference. When unread messages are present in the inbox, a notification will appear on the top toolbar and on the *Inbox* link in the left menu.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Inbox.*



(0 Unread, 36 Stored) Records: 15 View: All

Subject	Originator	Posted Date	Views	Replies	Delete
Re: #128IT012208	John Hiner	01/24/08 04:23 PM	46	4	
Missing patient zip	ImageTrend Admin	01/30/08 11:10 AM	12	1	
Validity issue	Pat Glynn	01/30/08 11:18 AM	6	0	
Re: 146IT012808	John Hiner	01/30/08 11:18 AM	4	0	
QA issues	ImageTrend Admin	01/30/08 11:18 AM	6	3	
Missing saline dosage	Pat Glynn	01/30/08 11:19 AM	4	0	
Needs detailed history	ImageTrend Admin	01/30/08 11:22 AM	2	0	
Respond please	ImageTrend Admin	01/30/08 11:22 AM	10	0	
Re:142IT012708	ImageTrend Admin	01/30/08 11:25 AM	2	0	
Re: 140IT012708	John Hiner	01/30/08 01:23 PM	4	0	
Document validity reasons	Pat Glynn	01/30/08 01:24 PM	6	0	
Add more detail to narrative	ImageTrend Admin	01/30/08 01:26 PM	4	0	
missing normals on physical notations	ImageTrend Admin	01/30/08 01:27 PM	2	0	
Review 1/29 runs	ImageTrend Admin	01/30/08 01:27 PM	8	0	
Community outreach	HR	01/30/08 01:28 PM	52	5	

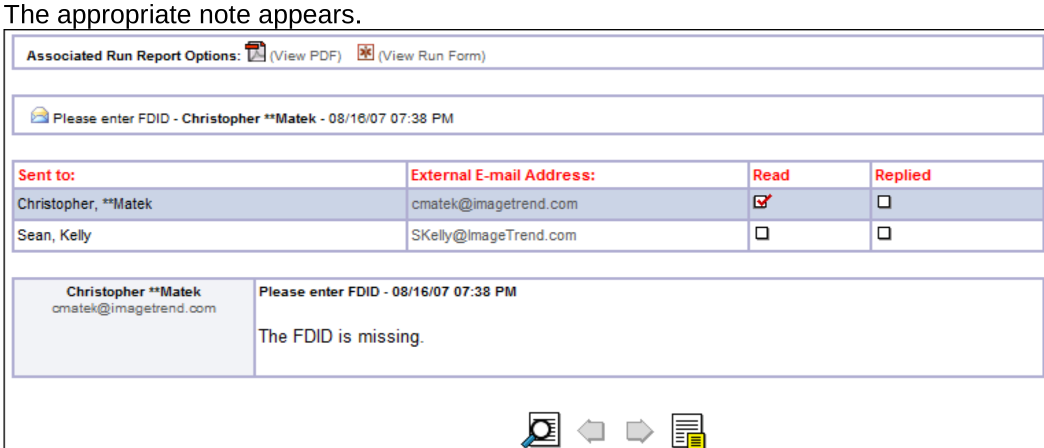
Goto Page: 1 2 3

Records 1-15 of 36

Next

3. To view read messages, unread messages or both, from the *View* drop down menu, select the desired type of messages to display in the inbox.
4. To view a different number of records per page, from the *Records* drop down list, select the desired number of records.
5. To go directly to a page of records, from the *Goto Page* section at the bottom left, click the desired page number.
6. To view a particular note, click the linked subject text or the corresponding folder icon .

   The appropriate note appears.



Associated Run Report Options: (View PDF) (View Run Form)

Please enter FDID - Christopher **Matek - 08/16/07 07:38 PM

Sent to:	External E-mail Address:	Read	Replied
Christopher, **Matek	cmatek@imagetrend.com	☑	☐
Sean, Kelly	SKelly@ImageTrend.com	☐	☐

Christopher **Matek
cmatek@imagetrend.com

Please enter FDID - 08/16/07 07:38 PM

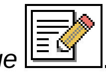
The FDID is missing.

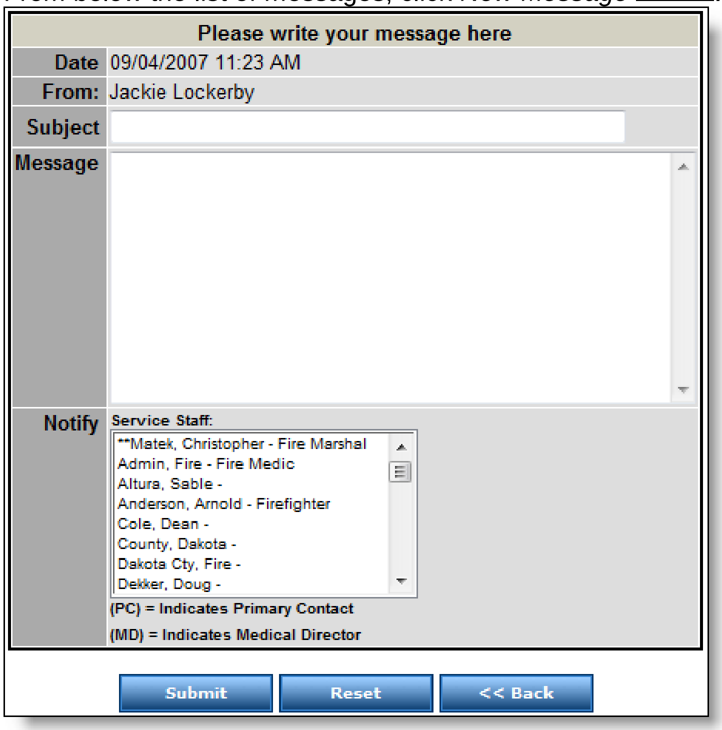
7. To view a PDF file of the report to which this note pertains, from the *Associated Run Report Options* section, click *View PDF* (View PDF).

   To view the online form of the report to which this note pertains, from the *Associated Run Report Options* section, click *View Run Form* (View Run Form).
8. To return to the list of messages, click *List of Message* .

Sending New Messages

Users can send new notes to other system users.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox.*
3. From below the list of messages, click *New Message* .



4. In the *Subject* text box, type a title for the note.
5. In the *Message* text field, type the note.
   NOTE: Information must be entered into this field before a message can be sent.
6. In the *Notify* scroll box, select the names of all staff to receive the note.
   HINT: To select more than one person, press and hold *Ctrl* while clicking each name.
7. When finished, to send the note, click *Submit.*
   To clear all text of the note, click *Reset.*
   To return to the list of received notes, click *<<Back.*

Replying to Messages in the Inbox

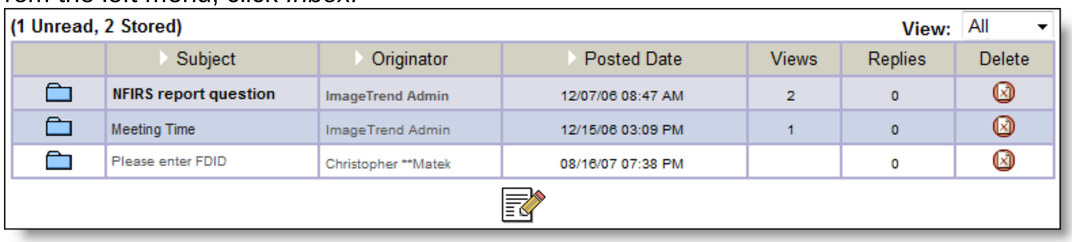
To share additional information with the sender of a note, users can use the inbox to reply to notes that they have received.

1. Open the note to which you want to reply.
   NOTE: For more information about viewing notes, please refer to the above *Viewing Notes in the Inbox* section.
2. From the bottom of the page, click *Reply This Message* .
3. In the *Message* text field, type all desired text for the note.
4. To send the note, click *Submit.*
   To clear all text in the note, click *Reset.*
   To return to the original note without saving any changes, click *<<Back.*

Deleting Messages

System users can delete messages that they no longer need from their inbox.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox.*



3. For the appropriate message, click the *Delete* icon .
   A confirmation page appears.
4. To delete the message, click *Yes.*
   To save the message, click *No.*

Chapter 8

Working with Additional Service Resources

8.1 Chapter Overview

The State Bridge allows services to upload documents with additional information that may be useful to staff members. This chapter explains how to edit and add documents to the system.

8.2 Adding New Documents

Administrators can upload new documents to the State Bridge system within a service profile for other system users to access. Documents in this section can include protocols, reference guides or reports that all system users should be able to access.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Documents.*
   The *Document Resource Center* page appears.

ImageTrend EMS Department Document Resource Center

⊞ Add Document

Title	Date Modified	
Field Bridge Admin Guide V 3.6	04/11/2007	EDIT
Field Bridge User Guide V 3.6	04/11/2007	EDIT
Service Bridge User Guide 3.6	04/11/2007	EDIT
Service Bridge V3.6 Release Notes	02/21/2007	EDIT

3. From the *(Service Name) Document Resource Center* table, click *Add Document.*
4. In the *Choose Document Type* table, select the type of document you will create.
   NOTE: *Type-In* provides a text editor for administrators to type the document information into. *Upload* allows administrators to place a copy of a document (such as a Word or Excel file) in the Fire Bridge. *URL* provides a link that users can click to open a Web page.
5. Click *Submit.*
6. Using the provided fields, enter any information for the document.
   NOTE: The options will differ depending on what kind of document was chosen.
7. Click *OK.*
8. For type-in documents, use the provided text field to type the document text and click *Save*.
   The new document is added to the *Documents* list.

8.3 Viewing Documents

The State Bridge can contain documents and website links to be accessed and used as resources.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Documents.*
   The *Document Resource Center* page appears.

ImageTrend EMS Department Document Resource Center

⊞ Add Document

Title	Date Modified	
Field Bridge Admin Guide V 3.6	04/11/2007	EDIT
Field Bridge User Guide V 3.6	04/11/2007	EDIT
Service Bridge User Guide 3.6	04/11/2007	EDIT
Service Bridge V3.6 Release Notes	02/21/2007	EDIT

3. To view a particular resource, from the list of documents, click the name of the desired document.

8.4 Editing Document Information

Administrators can change the title of a document and the information that appears when a system user rests his or her mouse above the title without clicking.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Documents.*
   The *Document Resource Center* page appears.

ImageTrend EMS Department Document Resource Center		
⊞ Add Document		
Title	**Date Modified**	
Field Bridge Admin Guide V 3.6	04/11/2007	EDIT
Field Bridge User Guide V 3.6	04/11/2007	EDIT
Service Bridge User Guide 3.6	04/11/2007	EDIT
Service Bridge V3.6 Release Notes	02/21/2007	EDIT

3. From the list of documents, click the correct *Edit* button.
   The *Edit Upload Document* screen appears.
4. To change the title, in the *Short Description* text box, type the new title.
5. To change the help text, in the *Hover Help* text box, type the new help text.
6. To save the information, click *OK.*
   To return to the list of documents without saving the changes, click *Back.*

8.5 Deleting Documents

Administrators with the correct permissions can remove documents from the document list.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Documents.*
   The *Document Resource Center* page appears.

ImageTrend Fire Department Document Resource Center		
⊞ Add Document		
Title	**Date Modified**	
2005 Annual State Fire Marshal Report	01/31/2007	EDIT
Carbon Monoxide Incident Response Guidlines	01/31/2007	EDIT
Carbon Monoxide Information Sheet	01/31/2007	EDIT
Field Bridge User's Guide	01/05/2007	EDIT
Fire Bridge Support	01/31/2007	EDIT
Smoke Alarm Information Sheet	01/31/2007	EDIT

3. From the list of documents, click the correct *Edit* button.
   The *Edit Upload Document* screen appears.
4. Click *Delete.*
   The document is deleted.

Chapter 9

IMAGETREND EMS STATE BRIDGE

Using the Data Exchange

9.1 Chapter Overview

Data exchange is customized individually for each of ImageTrend's clients. This chapter explains the basic capabilities of the Data Exchange feature.

9.2 Introduction to Data Exchange

The State Bridge allows data exchange based on the client's needs, which lets information be sent between programs for various purposes. This can include sending information to a state or national database, sending information to a billing company or importing a list of staff and their contact information. Since the needed types of data exchange are customized for each client, clients should contact ImageTrend for instructions on their particular settings or to set up additional exchanges.

ImageTrend's EMS State Bridge provides a data exchanges to multiple formats, including:

Agencies:
- GAPCR 2000
- NEMSIS
- NHTSA
- NISE

Billing Integration:
- Accordis
- Ortivus Amazon Sweet Soft
- Quadax
- Zoll RescueNet (also known as Sanitas)

CAD Integration:
- TriTech
- Motorola PrinTrack
- Digitech
- FirstWatch Logistics

Trauma Integration:
- Collector

Vendors:
- CodeRed
- Firehouse Import Export
- Zoll Data Systems
- Sansio (Scanhealth)

Other Formats:
- ODBC
- Microsoft Access
- CSV
- Flat file formats
- XML

Chapter 10

ImageTrend EMS State Bridge

Working with the Report Writer

10.1 Chapter Overview

This chapter explains the capabilities of the Report Writer, the types of reports that can be created and how to create and customize reports.

10.2 Summary of the Report Writer

The Report Writer allows users to dynamically create, display, and store ad hoc reports. This gives the user the power to find and display the data they want without relying on static reports that may not have the data the user needs. The Report Writer encompasses a single reporting tool that gives the user complete control of data output and display.

Choose from multiple display methods including a row/column report or single record display per page. Database search criteria can be selected on a field level basis allowing users to define exactly what they need. User defined headers, sorting, and grouping gives users the ability to display search results using a number of options. Reports can be saved for later review or editing and also as static content as a HTML file, Microsoft Excel and Word documents, CSV, and PDF.

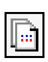
In addition, standard reports and charts are available for quick report creation. All reports are listed in the left menu of the Report Writer, organized by category.

10.3 Types of Reports

The Report Writer provides several different types of reports for differing needs. Each report listed in the left menu will display an icon to indicate which type of report it is.

Ad Hoc Reports 

While some ad hoc reports have a default setup of fields to display in a particular order, ad hoc reports can be entirely customized. Users can change which fields display, define additional criteria for each of those fields (e.g., display only records within a certain postal code) and change the order in which records appear. In addition, users can create ad hoc reports completely on their own with no pre-defined fields or setup.

Standard Reports 

Standard reports are pre-created with all fields and display options defined for the user. Within the fields, users can define additional criteria (e.g., requesting information about a particular unit or type of service). These reports provide fewer configuration options and allow a ready-made report for common data requests.

Search Reports 

Search reports have information pre-defined like standard reports and are formatted like ad hoc reports, but provide links to the ePCR for each record in the report. This allows the user to open any ePCR for more information directly from the search report.

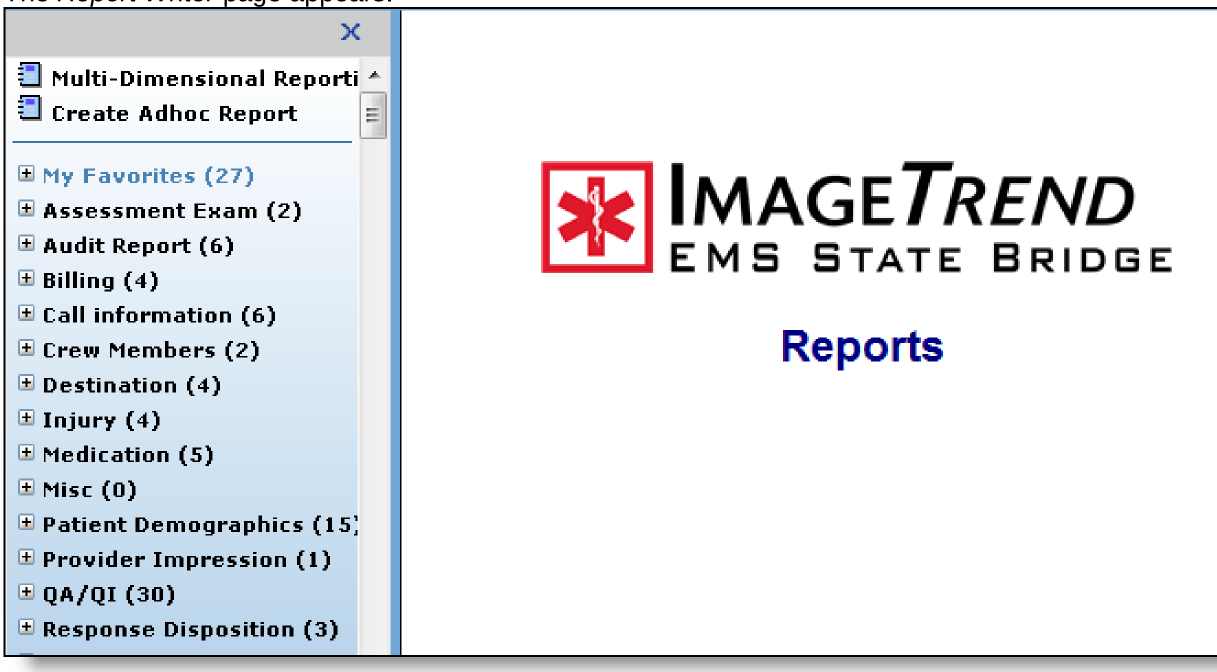
Charts 

Rather than the standard list format followed by most reports, charts display the requested data visually (e.g., in a pie chart or a bar graph). Charts are created in the same way as standard reports.

10.4 Requesting Standard Reports and Charts

While several standard reports are available from the *My Service* section, many additional reports can be found in the Report Writer. These reports have pre-defined fields, although users can further define the criteria for each of those fields. For example, if the staff field is set to display, users can display data only for a particular staff member.

1. From the top toolbar, click *Report Writer.*
   The *Report Writer* page appears.



2. To find the report, from the left menu, click the plus sign to the right of the report's category.
   A list of reports and charts in that category appears.
3. To begin report or chart creation, click the name of the desired report or chart.

   NOTE: All standard reports will display the *Standard Report* icon . Charts will display the *Chart* icon .
4. Using the provided fields, select any further defining criteria for each field.
5. Click *Continue.*
   The report or chart appears.

10.5 Additional Standard Report Options

Standard reports allow users to view a summary of information about the report, print the report, or add the report to a *Favorites* category for quick access.

Report Information Summary

Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified. This information can be viewed at any time in working with a standard report.

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign to the left of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.
4. In the upper right corner, from the *I want to* drop down menu, select *View Report Summary.*
5. When finished, to display the report again, from the *I want to* drop down menu, select *Display Report.*

Printing Reports

Reports can be printed for later reference.

1. Run a standard report.
   HINT: For more information, please refer to *Requesting Standard Reports and Charts*.
2. From the upper right corner, click *Print This Report* .
   The *Print* dialog box appears.
3. In the *Print* dialog box, specify all desired print settings and click *Print.*
   The report is printed.

Adding Favorite Reports

The Report Writer provides a *My Favorites* category that can be configured for each user. Users may add reports to this category for easy access. Reports added to *My Favorites* will also remain in their original categories.

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign to the right of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.
4. From the upper right corner, click *Save to My Favorites* .
   A confirmation dialog box appears.
5. To add the report to the *My Favorites* category, click *OK.*

Editing Report Permissions

Administrators can specify which permission groups can access and alter the selected report. Selecting a checkbox for a particular group will allow them access to that option from the *I want to* menu.

1. From the top toolbar, click *Report Writer.*
2. To find the report for which to set permissions, click the plus sign to the left of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.
4. From the *I want to* drop down menu, select *Edit Report Permissions.*
   The *Report Permissions* table appears.

Group	Display	Permission
Administrative Level 1	☑	☑
Rescue Service Administrator	☑	☐
Rescue Service Provider	☑	☐

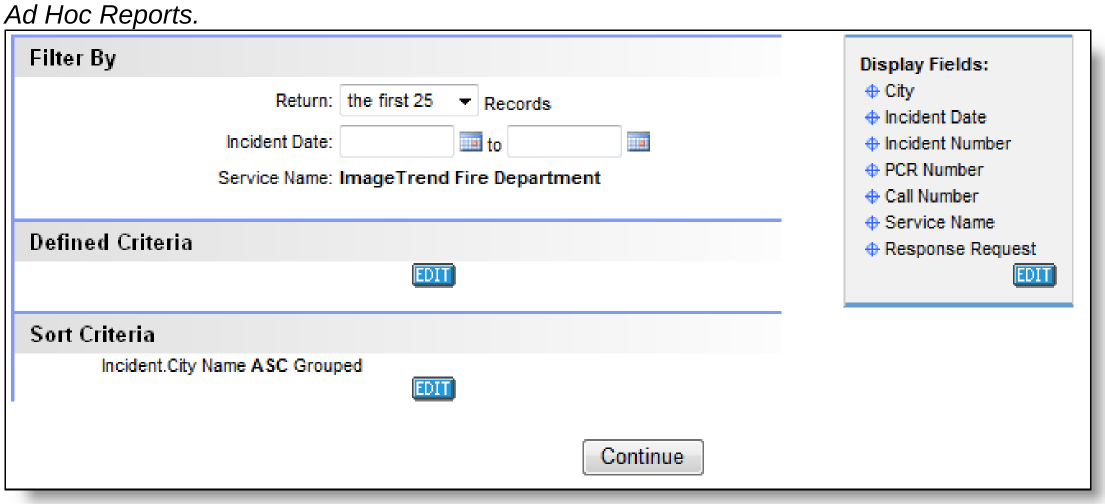
5. From the table, for the appropriate permission group, select the appropriate checkbox.
   NOTE: To enable a permission group to work with the option, a check mark should appear in the checkbox.
   - **Display**: Sets whether the permission group can view the report.
   - **Permission**: Sets whether the permission group can set permissions for this report.

10.6 Working with Ad Hoc Reports

Ad hoc reports allow the user to completely define the report. Some ad hoc reports are provided with the system, with common options already set. These reports can be used as a starting point for the user's reports, although the user can change and customize any preset options. Users can also create ad hoc reports from scratch. Both ways of creating reports provide the same options, but pre-created ad hoc reports do not require the user to complete all options.

Beginning a New Ad Hoc Report

1. From the top toolbar, click *Report Writer.*
2. From the left menu, click *Create Adhoc Report.*
3. From the *Please select a category to report on* drop down menu, select the category in which the report should appear.
4. Click *Continue.*
5. From the tables containing each field, select the corresponding checkbox for each field to be included on the report and click *Continue.*
6. On the *Edit Field Property* page, enter all desired information and click *Continue.*
   NOTE: For more information about the options on this page, please refer to *Customizing Ad Hoc Reports.*

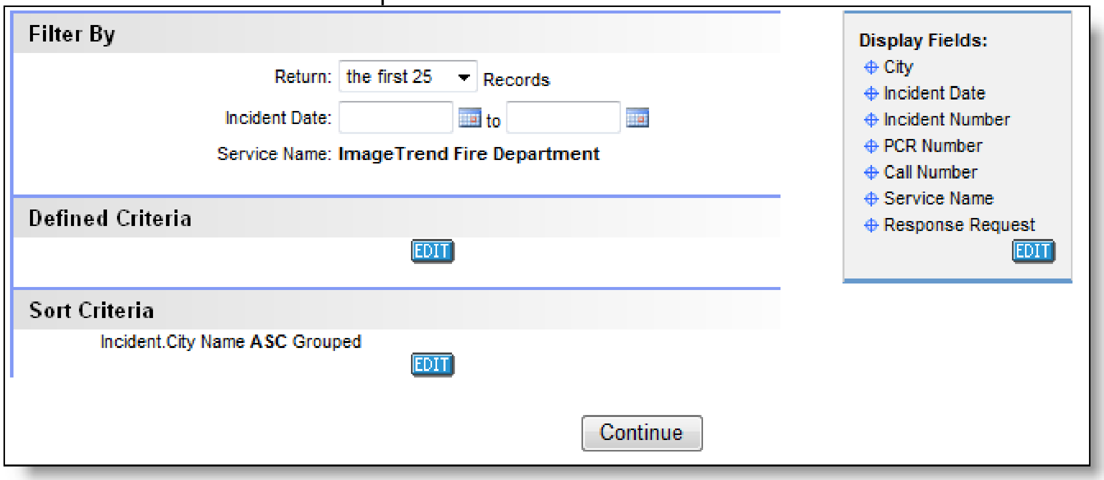


7. To edit a particular option, click the corresponding *Edit* button.
   OR
   From the *I want to* drop down menu, select the desired option.
   NOTE: For more information about each of the options, please refer to *Customizing Ad Hoc Reports.*
8. To display the report, click *Continue.*
   OR
   From the top of the page, click *Display.*

Beginning a Pre-Defined Ad Hoc Report

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign to the left of the report's category.
   A list of reports in that category appears.

3. Click the name of the desired report.

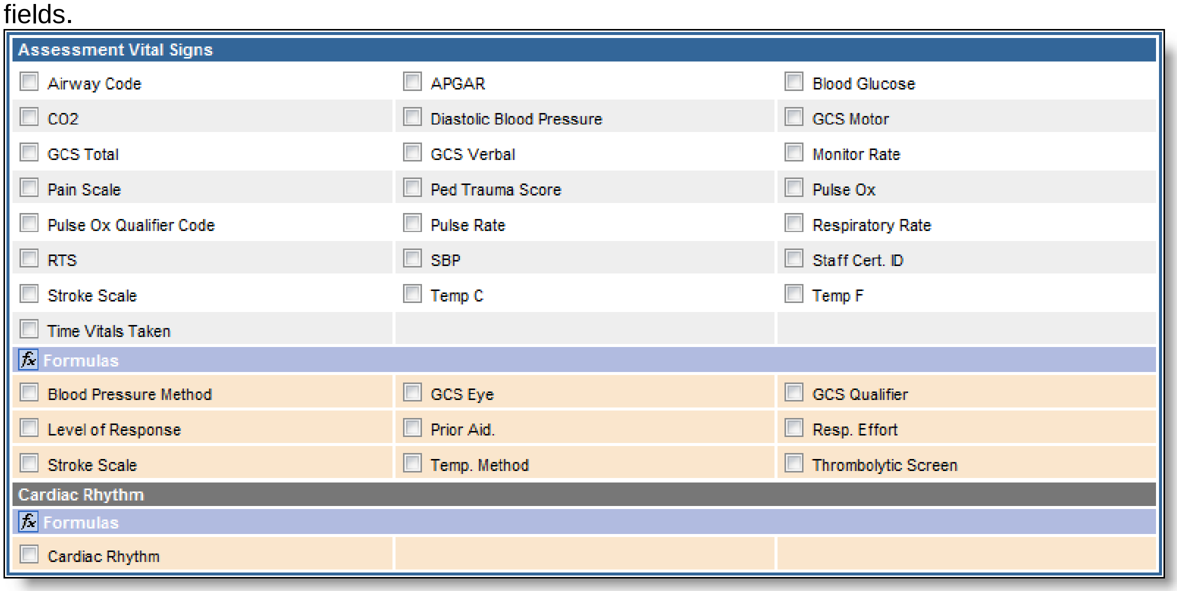


4. To edit a particular category, click the corresponding *Edit* button.
   OR
   From the *I want to* drop down menu, select the desired option.
   NOTE: For more information about each of the options, please refer to *Customizing Ad Hoc Reports.*
5. To display the report, click *Continue.*
   OR
   From the top of the page, click *Display.*

Customizing Ad Hoc Reports

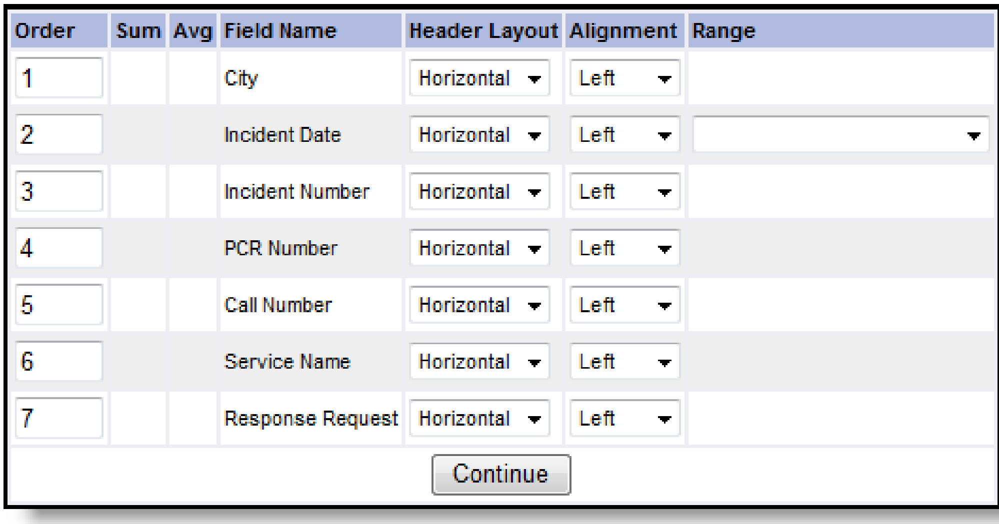
Ad hoc reports allow the user to define what information is displayed and how. These options remain the same no matter which method of ad hoc report is accessed, used or created, but are accessed in different ways.

Define Data Set
Allows the user to define what fields will appear in the report. The fields need to be chosen in order to define any additional options for the report, since the later options refer to the selected fields.



Edit Field Property

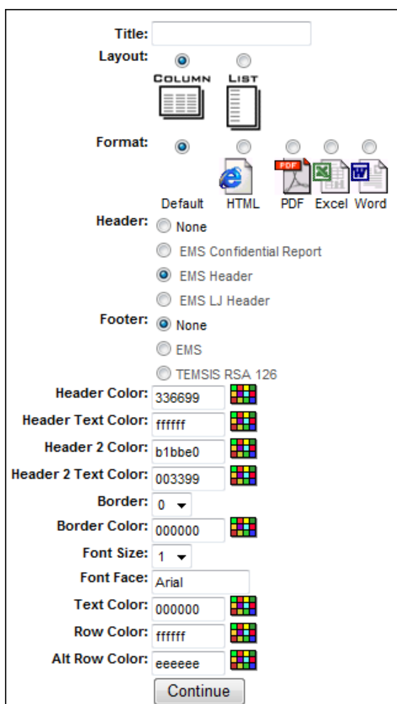
On this page, users can set the display order of fields, select numeric fields to display average and/or sum, determine the alignment of the field display and pre-define a date range for date fields.



Order	Sum	Avg	Field Name	Header Layout	Alignment	Range
1			City	Horizontal	Left	
2			Incident Date	Horizontal	Left	
3			Incident Number	Horizontal	Left	
4			PCR Number	Horizontal	Left	
5			Call Number	Horizontal	Left	
6			Service Name	Horizontal	Left	
7			Response Request	Horizontal	Left	

Continue

- **Order**: Determine the order of the fields using numbers. You may use decimal point numbers as well as whole numbers. (Example: The field with order number 0.15 will display after the field with order number 0.1 but before the field with order number 1). Numbers can be in non-sequential order, but cannot be duplicated.
  NOTE: If you no longer wish to display a field, type the number 0. Do not leave the field empty.
- **Sum**: Report will display the sum amount of the chosen field.
- **Average**: Report will display the average amount of the chosen field.
- **Field Names**: List of the field names that have been chosen to be displayed on the report.
- **Alignment**: Define the alignment for the column display (only apply to column report).
- **Range**: Determine the range of days for the date field, such as *Today*, *Today minus 7 days*, etc. and the first day of the week, of the month, of the quarter and of the year, etc.
  NOTE: A date range must be specified in order to schedule a report.



Edit Report Layout

The report style editor gives users the ability to customize the look of the report, allowing users to choose various layouts, custom headers, and different report formats. This option can be accessed only through the *I want to* drop down menu.

- **Title**: Enter what you would like to have the report named.
- **Layout**: Either column or list layout can be chosen.

- **Format**: The choices of HTML, PDF, CSV, Excel and Word formats can be selected for the report.
- **Header**: Choose from *None* (No header to be displayed on the report) or a list of previously defined and saved headers.
- **Footer**: Choose from *None* (No footer to be displayed on the report) or a list of previously defined and saved footers.

NOTE: Default values for *Header Color, Header Text Color, Header 2 Color, Header 2 Text Color, Border, Border Color, Font Size, Font Face, Text Color, Row Color,* and *Alt Row Color* are provided. The user may click on the coloring block to select a different color or type in the color code directly.

Schedule Reports

Administrators can set up the system so that particular reports are updated and sent to themselves or other system users periodically. Reports must be saved before they can be scheduled.

- **Schedule:** Set how often the reports should be updated and sent.
- **Start Date:** Set the day on which reports should first automatically be sent.
- **Time:** Set the time at which reports should be sent.
- **Email to Subscriber:** Set whether the reports should be sent to other users and to which users. Emails will be sent to the email addresses listed in each user's staff profile.

Edit Report Permissions

Administrators can specify which permission groups can access and alter the selected report. Selecting a checkbox for a particular group will allow them access to that option from the *I want to* menu.

Group	Data	Property	Filter	Layout	Display	Schedule	Permission
Administrative Level 1	☑	☑	☑	☑	☑	☑	☑
Rescue Service Administrator	☑	☑	☑	☑	☑	☐	☐
Rescue Service Provider	☑	☑	☑	☑	☑	☐	☐

- **Data**: Sets whether the permission group has access to the *Define Data Set* option.
- **Property**: Sets whether the permission group has access to the *Edit Field Property* option.
- **Filter**: Sets whether the permission group will be able to change filtering options, defined criteria and sort criteria.
- **Layout**: Sets whether the permission group has access to the *Edit Report Layout* option.
- **Display**: Sets whether the permission group can view the report.
- **Schedule**: Sets whether the permission group has access to the *Schedule Reports* option.
- **Permission**: Sets whether the permission group has access to the *Edit Report Permissions* option.

Work with Formulas

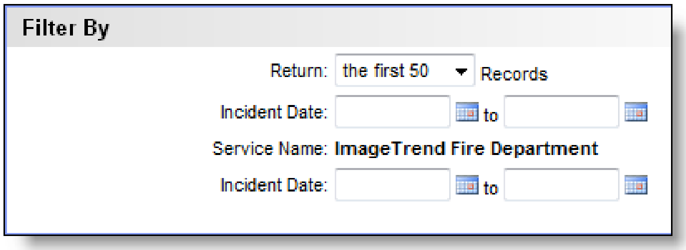
Users can view lists of the categories and formulas available for use in reports.

Formula Types:

Formula Name	Formula Category	Formula Type	Active
Adv. Directive	Lookup	Text	☑
NewFormula	Lookup	Text	☑

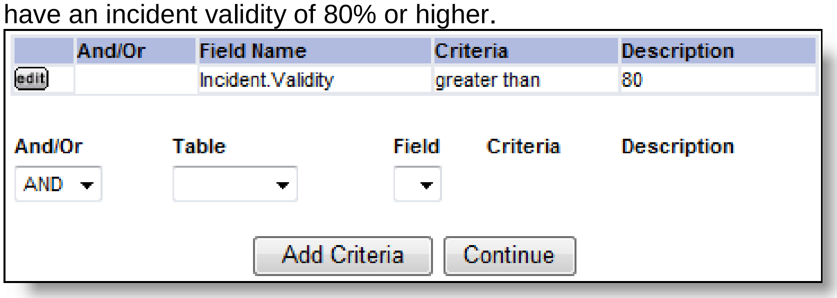
Filter By

Allows users to select the dates and number of records to be included in the report. This option is also referred to as *Standard Criteria.*



Defined Criteria

The *Defined Criteria* page gives users more choices to set up criteria by searching for or filtering fields based on customized specifications. For example, the report can display only records that have an incident validity of 80% or higher.

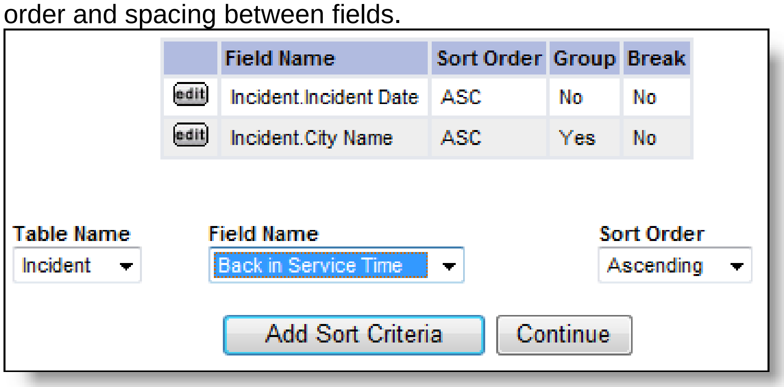


- **And/Or:** This drop down menu is only displayed when there are 2 or more user defined criteria. It is to define the relationship between the defined criteria, and whether records should match only one or all criteria to be displayed.
- **Table:** Determines which category of fields should be available for selection.
- **Field Name:** Determines what field this criteria will relate to. (In the example above, the selected field is the incident validity.)
- **Criteria:** Determines the relationship between the field name and the description (e.g., the validity (*field name*) is greater than (*criteria*) 80% (*description*).
- **Description:** Enter a description to define the criteria (e.g., saying what the field should contain).

Click the *Add Criteria* button to save current criteria and add additional criteria.

Sort Criteria

Determines how the selected fields and their data will appear on the report, including their relative order and spacing between fields.



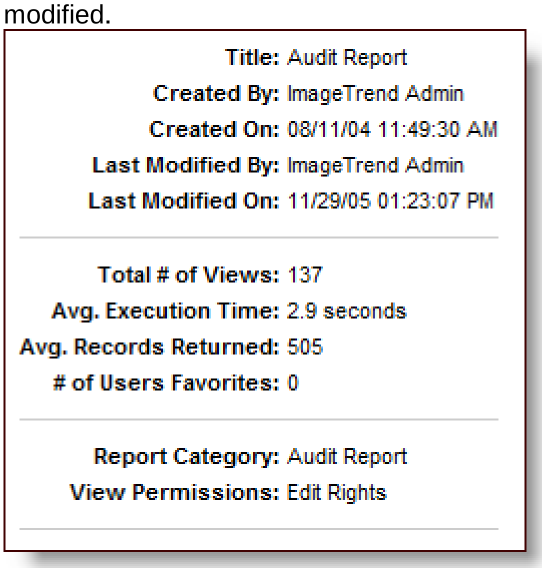
- **Table Name:** Determines which category of fields should be available for selection.
- **Field Name**: Determines what field this criteria will relate to.
- **Sort Order**: Determines which order the data will appear in, ascending (e.g., 1–10) or descending (e.g., 10–1).
- **Group**: Places all records with the same data for this field together, within the selected sort order. Reports can be grouped by only one field: after one field has selected this option, the checkboxes will no longer appear.
- **Break**: If grouping is selected, the user has the option to use the *Break* function in order to create a page break after each group.

NOTE: The *Group* checkbox will give totals for the grouped data. The *Break* checkbox will not display the totals for the grouped data.

Click the *Add Sort Criteria* button to save current sort criteria and add more sort criteria for the report.

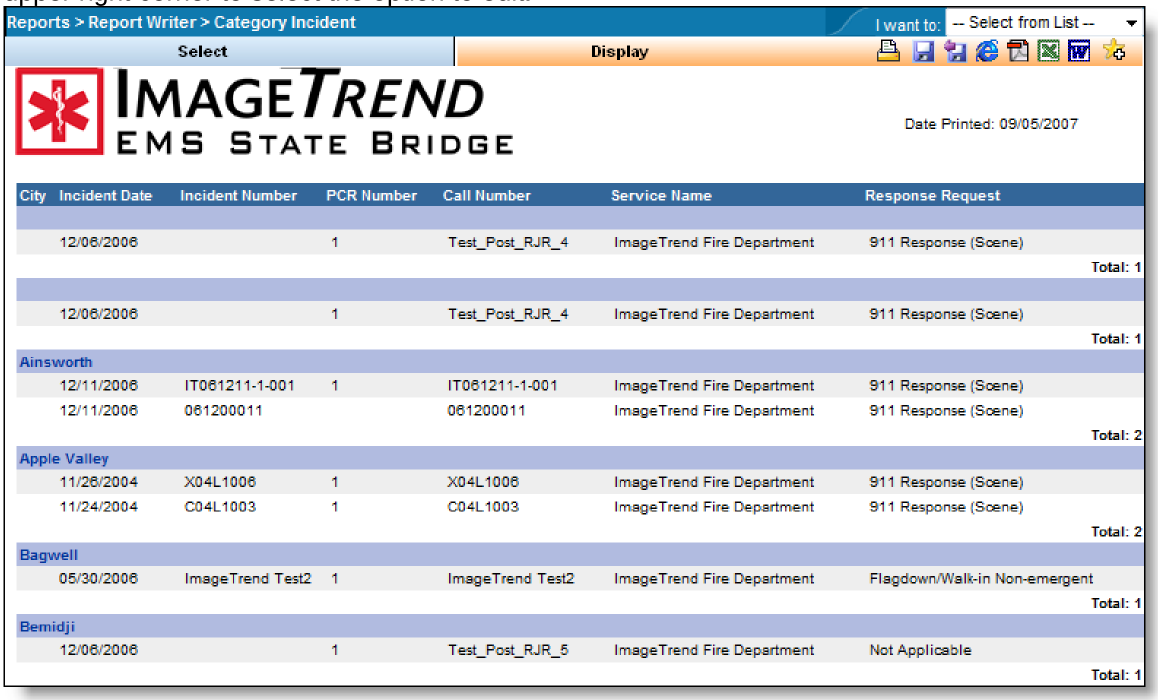
View Report Summary

Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified.



Working with Completed Ad Hoc Reports

Completed reports will be displayed in the Web browser and can be worked with in a number of ways. To alter the information in the report or the criteria, use the *I want to* drop down menu in the upper right corner to select the option to edit.



City	Incident Date	Incident Number	PCR Number	Call Number	Service Name	Response Request
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)
						Total: 1
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)
						Total: 1
Ainsworth						
	12/11/2006	IT061211-1-001	1	IT061211-1-001	ImageTrend Fire Department	911 Response (Scene)
	12/11/2006	061200011		061200011	ImageTrend Fire Department	911 Response (Scene)
						Total: 2
Apple Valley						
	11/26/2004	X04L1006	1	X04L1006	ImageTrend Fire Department	911 Response (Scene)
	11/24/2004	C04L1003	1	C04L1003	ImageTrend Fire Department	911 Response (Scene)
						Total: 2
Bagwell						
	05/30/2006	ImageTrend Test2	1	ImageTrend Test2	ImageTrend Fire Department	Flagdown/Walk-in Non-emergent
						Total: 1
Bemidji						
	12/06/2006		1	Test_Post_RJR_5	ImageTrend Fire Department	Not Applicable
						Total: 1

To save or print the report, export the report to a new document type or add this report to the *My Favorites* category, use the appropriate buttons in the upper right corner below the *I want to* drop down menu.

- Print this Report
- Save this Report
- Save this Report As
- Export in HTML Format
- Export in PDF Format
- Export in Excel Format
- Export in Word Format
- Save to *My Favorites*

Chapter 11

IMAGETREND
EMS STATE BRIDGE

System Administration

11.1 Chapter Overview

The *Administration* section allows service administrators to manage and configure the State Bridge system in relation to their own service. This section explains the purpose and use of the features available in the *Administration* section. Not all service administrators may have access to the options in the *Administration* section, based on the permissions assigned to them by the state.

WARNING: Any changes made in the *Administration* section will affect the entire State Bridge system, not just an individual service. Service administrators should work with these options with caution, as recommended by the state administration.

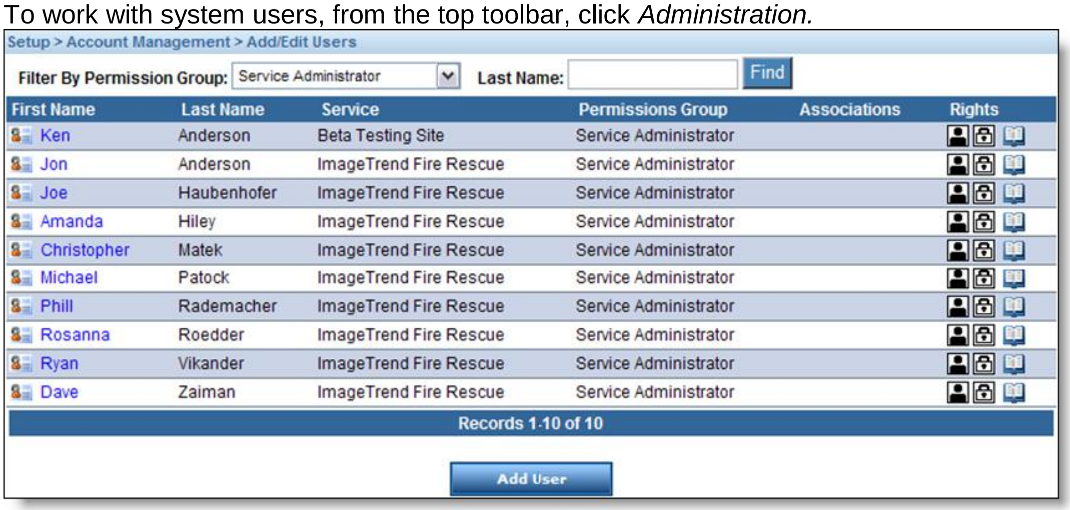
11.2 Account Management

Service administrators can work with user profiles, permission groups and login requirements.

Working with System Users

Service administrators can add, edit, view or delete users' profiles. This includes the ability to set up a user's level of access to the system and to the pages for individual hospitals or facilities. All State Bridge users will be displayed here.

1. To work with system users, from the top toolbar, click *Administration.*


Setup > Account Management > Add/Edit Users

Filter By Permission Group: Service Administrator Last Name: Find

First Name	Last Name	Service	Permissions Group	Associations	Rights
Ken	Anderson	Beta Testing Site	Service Administrator		
Jon	Anderson	ImageTrend Fire Rescue	Service Administrator		
Joe	Haubenhofer	ImageTrend Fire Rescue	Service Administrator		
Amanda	Hiley	ImageTrend Fire Rescue	Service Administrator		
Christopher	Matek	ImageTrend Fire Rescue	Service Administrator		
Michael	Patock	ImageTrend Fire Rescue	Service Administrator		
Phill	Rademacher	ImageTrend Fire Rescue	Service Administrator		
Rosanna	Roedder	ImageTrend Fire Rescue	Service Administrator		
Ryan	Vikander	ImageTrend Fire Rescue	Service Administrator		
Dave	Zaiman	ImageTrend Fire Rescue	Service Administrator		

Records 1-10 of 10

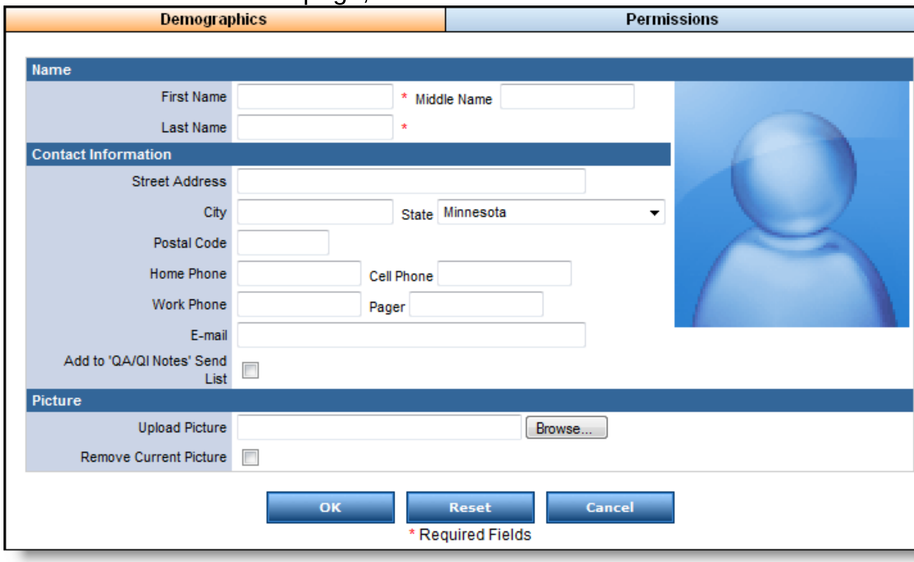
Add User

2. From the left menu, click *Account Management* and *System Users.*
   The *Add/Edit Users* page appears.

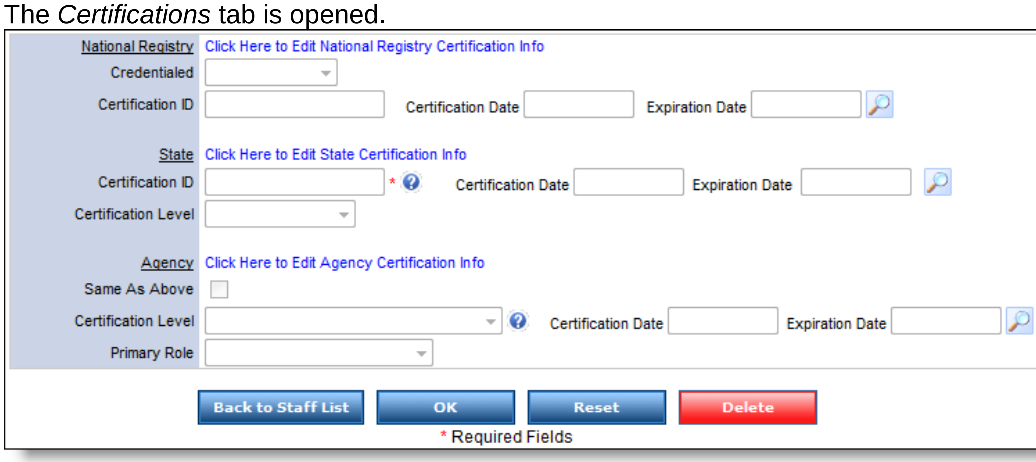
   Adding New User Profiles

   Service administrators can create profiles for new system users.

1. From the *Add/Edit Users* page, click *Add User*.

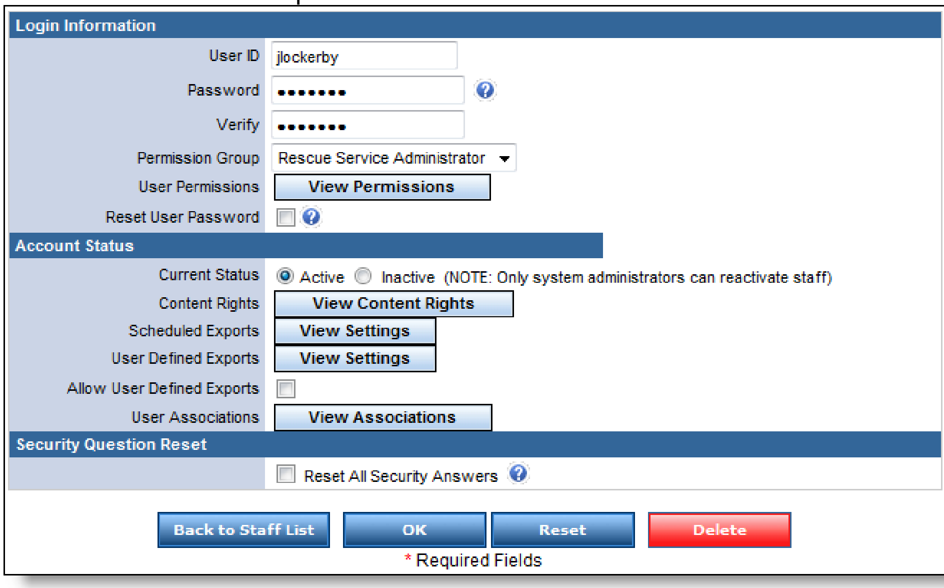


2. In the *Name* and *Contact Information* sections, enter the basic information about this system user, including their email address.
3. To upload a picture of the user to the system, in the *Picture* section,
   a. Click *Browse…*
   b. Navigate to and select the desired picture.
   c. Click *Open*.
4. To set this user to receive any QA/QI notes sent in the system, select the *Add to 'QA/QI Notes' Send List* checkbox.
5. Click *OK*.
   The *Certifications* tab is opened.



6. To edit or add information about a national certification, state certification or agency-specific certification,
   a. In the desired section, click *Click Here to Edit (Type) Registry Certification Info.*
   b. Using the provided fields, enter or change any desired information.
      NOTE: This section must be completed in order for users to appear as providers on the run form. This information is not required for non-responders (e.g., ambulance directors or billing officers).

7. When finished, click *OK.*
   The *Permissions* tab is opened.



8. In the *Login Information* section, enter a username and password for the system user.
   NOTE: Be sure to send this information to the user. Users will be prompted to change their password upon their first login for security.
9. From the *Login Information* section, from the *Permission Group* drop down menu, select the group with the level of access that this user should have.
   HINT: To view the permission groups, from the left menu, click *Account Management* and *Global Security Settings*. This will display a list of permission groups for which administrators can view the individual rights and permissions assigned.
10. To view additional security settings related to the user's ability to view run forms, click *View Permissions.*

    View My Runs Only
    Gives the user access to past run reports submitted only from his or her account.

    Runs Forms
    Determines the level of access the user will have to run forms that they are allows to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

    Ability to Lock Runs
    Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

    Ability to Change Run Status
    Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

    View Patient Identifiable Information
    Determines whether this user will be allowed to view patient identifiable information on run forms.

View 'All' QA/QI Notes
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

Ability to switch run form template
Determines whether this user will be able to change run form templates after a run form is started.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

11. To force the user to reset his or her password, select the *Reset User Password* checkbox.
    NOTE: If users are not required to change their passwords periodically in the *Account Access Control* section, this option will not work. For more information, please refer to the *Working with Permission Groups* section.
12. In the *Account Status* section, select whether this profile should currently be active (i.e., useable) within the system.
13. To view individual system elements to which the user has access, click *View Content Rights*.
14. To view exports that have been set up for this user, in the *Scheduled Exports* or *User Defined Exports* section, click *View Settings*.
15. To allow a user to initiate data exports of his or her collected data without the administrator's assistance, in the *Allows User Defined Exports* section, select the *Allow User Defined Exports* checkbox.
    HINT: If this option is not selected, the user's information will only be exported through data transfers scheduled by the administrator.
16. To view any user associations (i.e., if two accounts for separate facilities are maintained with a single set of login information for one user), click *View Associations*.
17. If security questions are enabled in this system, to force this user to reset the answers to those questions, select the *Reset All Security Answers* checkbox.
    NOTE: When editing your own profile, a list of your questions and answers will appear in this section for editing.
18. To keep this record in the system, click *OK*.
    To close the record without saving, click *Back to Staff List*.

Viewing and Editing Existing Profiles

Service administrators can view and edit profiles for existing users. A user's profile contains a basic profile with contact information as well as sections defining their rights and permission levels for the system and access to hospitals.

1. From the *Add/Edit Users* page, navigate to name of the user whose profile you would like to view.
   HINTS: To view a list of profiles from a particular permission group, in the *Filter by Permission Group* drop down menu, select the desired group.
   To search for a particular user by their last name, type the name in the *Last Name* text box and click *Find.*
   To view another page of records, click the *Next* or *Previous* buttons to navigate to a new page.
2. To view the user's basic profile, click their name.
3. To edit the profile, click *Edit*.

4. Click a tab to work with the fields in that tab.
   NOTE: The tabs displayed in this profile are the same as the tabs displayed in the user profile accessed from the *My Service* tab.
5. Using the provided fields, change or add any desired information.
6. To save any changes, click *OK*.
   To return to the staff profile without saving changes, click *Back to Staff List*.

Removing User Profiles

The system administrator can remove user profiles from the system.

WARNING: This option should be used with caution, as removing a user profile from the system will remove the user's information from all other records with which he or she is associated. For instance, if the user has completed run forms, the system will no longer recognize the user who created the run form and so the run report will be incomplete. In order to prevent a user from accessing the system without removing the profile and its information, the profile can be marked inactive in the *Account Status* section.

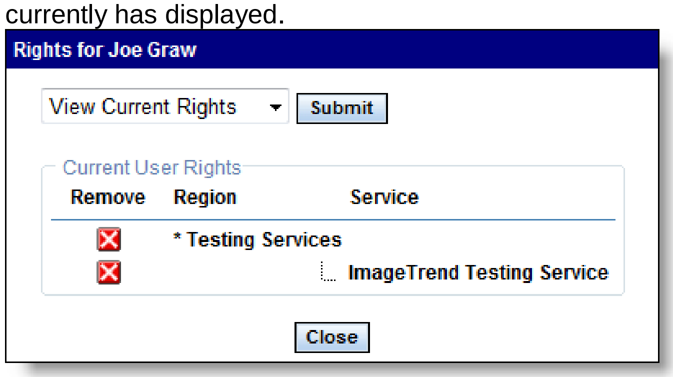
To remove a user profile:

1. From the *Add/Edit Users* page, navigate to and click the name of the user profile to delete.
2. Click *Delete.*
3. In the confirmation dialog box, click *Yes.*
   The record is removed from the system.

Setting Additional Permissions

In addition to assigning users to a permission group, administrators can determine which regions and services the user can access and set up the amount of access the user will have to run form data.

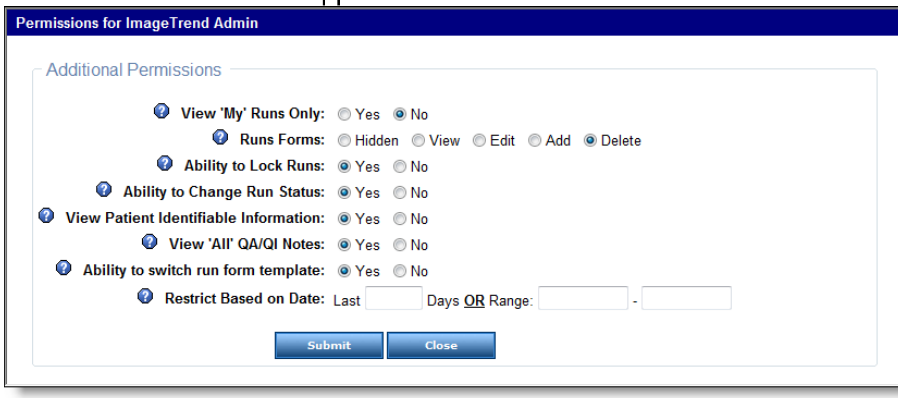
1. From the *Add/Edit Users* page, locate the user for whom access should be set.
2. To set access to regions and services,
   a. Click the corresponding *View Rights* button.
      The *View Rights* window appears, with the access rights the user currently has displayed.



   b. From the drop down menu, select the appropriate option to assign rights and click *Submit.*
   c. If *Give Additional Rights* is selected, from the *Regions* drop down menu, select the region containing the desired service(s).
      The *Service* scroll list appears.
   d. From the *Service* scroll list, select the desired service(s).
      HINT: To select multiple services, press and hold *Ctrl* while selecting each service.
   e. Click *Add.*
   f. To remove any rights, from the list of current rights, click the corresponding *Remove* icon.

   g. When finished, click *Close.*

3. To set the amount of access the user will have to run form data,
   a. Click the corresponding *Permissions* icon.
      The *Permissions* window appears.



   b. Using the provided fields, select the desired access options.
   c. When finished, to save the changes, click *Submit.*

      View My Runs Only
      Gives the user access to past run reports submitted only from his or her account.

      Runs Forms
      Determines the level of access the user will have to run forms that they are allows to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

      Ability to Lock Runs
      Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

      Ability to Change Run Status
      Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

      View Patient Identifiable Information
      Determines whether this user will be allowed to view patient identifiable information on run forms.

      View 'All' QA/QI Notes
      Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

      Ability to switch run form template
      Determines whether this user will be able to change run form templates after a run form is started.

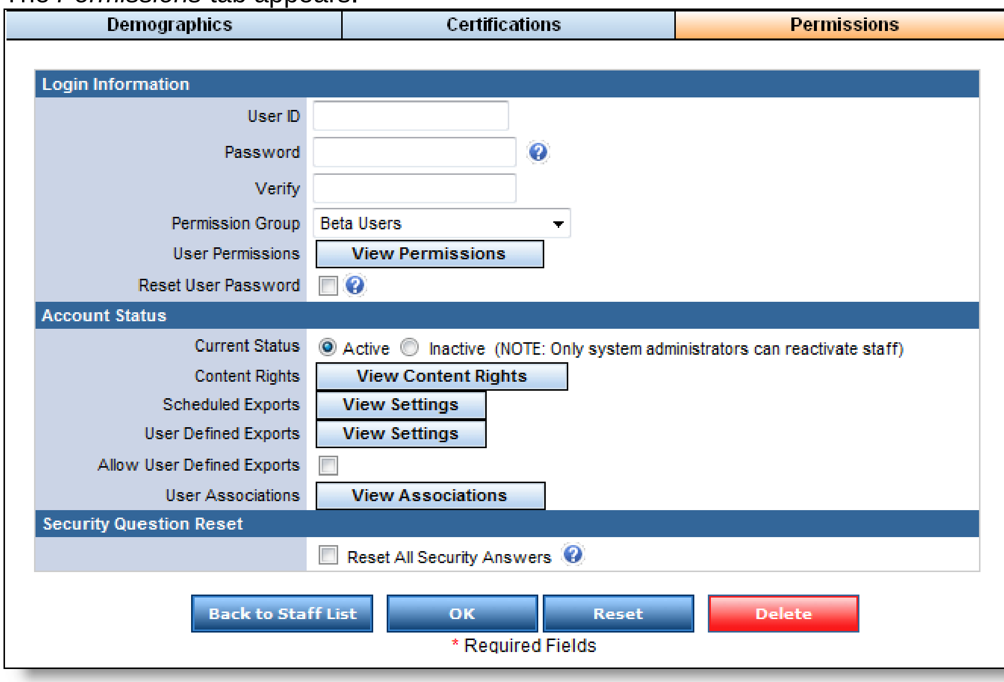
      Restrict Based on Date
      Allows the user to view run forms submitted in only the specified time frame.

d. Click *Close.*

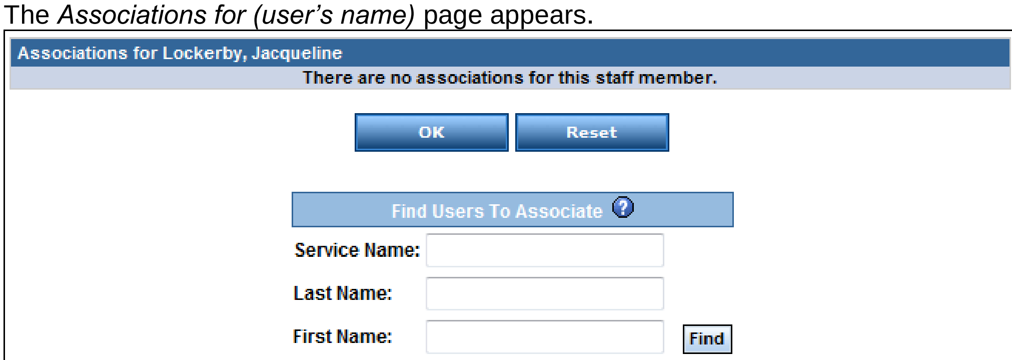
Creating User Associations

For users who should have access to multiple services and would like to use the same username and password for both, administrators can create a user association between two separate profiles. This allows information to be kept separate for the user between each service (including information like rank, pay grade, or training) while the user only needs to remember one set of login information.

1. From the *Add/Edit Users* page, open the profile containing the login information that should be used.
2. From the user profile, click the *Permissions* tab.
   The *Permissions* tab appears.

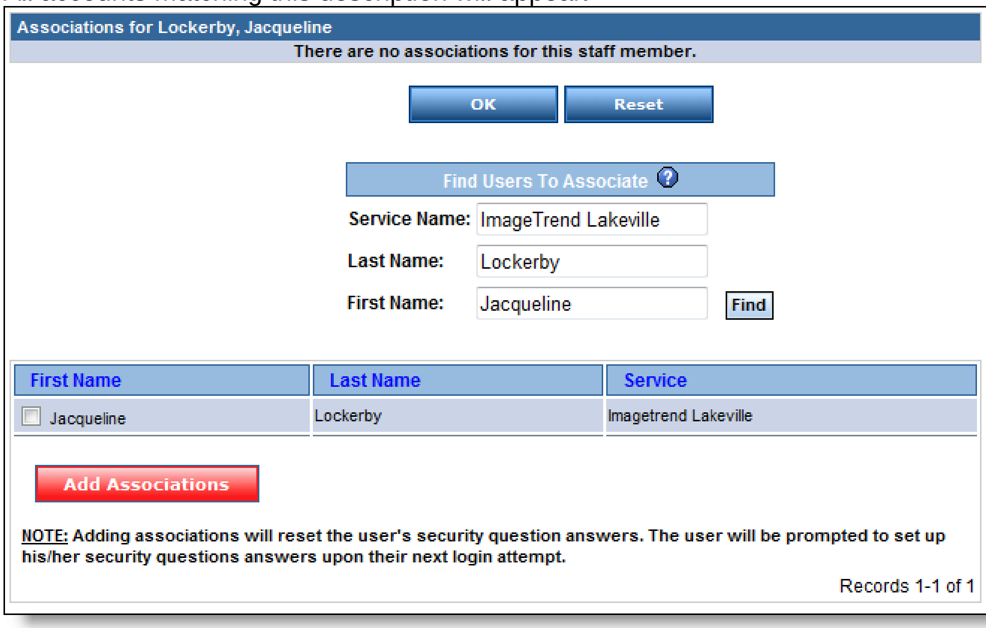


3. Click *View Associations.*
   The *Associations for (user's name)* page appears.

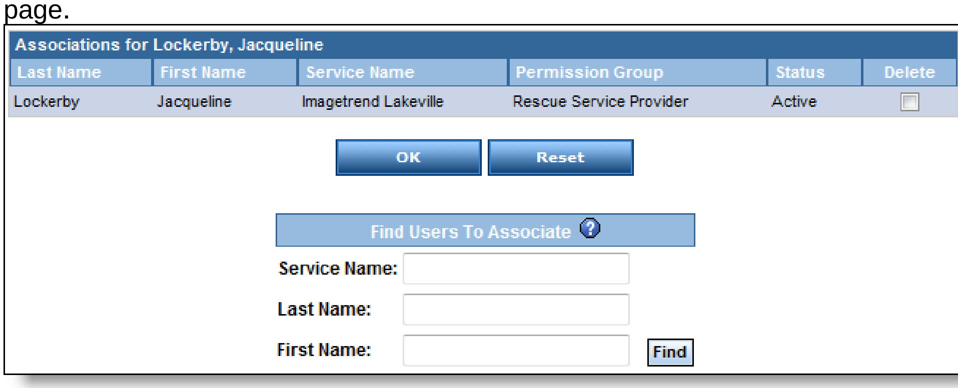


4. In the *Service Name* text box, type the name of the service in which the first account to be associated is assigned.
5. In the *Last Name* and/or *First Name* text boxes, type the name of the user.

6. Click *Find.*
   All accounts matching this description will appear.



7. Select the checkbox for the desired user.
8. Click *Add Associations.*
   The user association is created and listed on the *Associations for (user's name)* page.



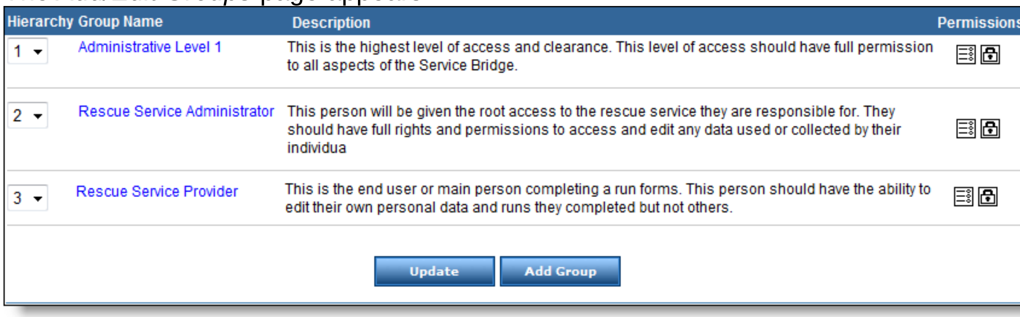
9. Click *OK.*
   The association is saved.

Working with Permission Groups

Permission groups control user access to the State Bridge system. Based on permissions assigned by the state, service administrators may be able to configure existing permission groups to allow their users the optimal level of access, allowing them to perform necessary tasks while not providing them with extra features that may confuse them. Based on permissions assigned by the state, service administrators can also create new permission groups.

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Account Management* and *Global Security Settings.* The *Add/Edit Groups* page appears.



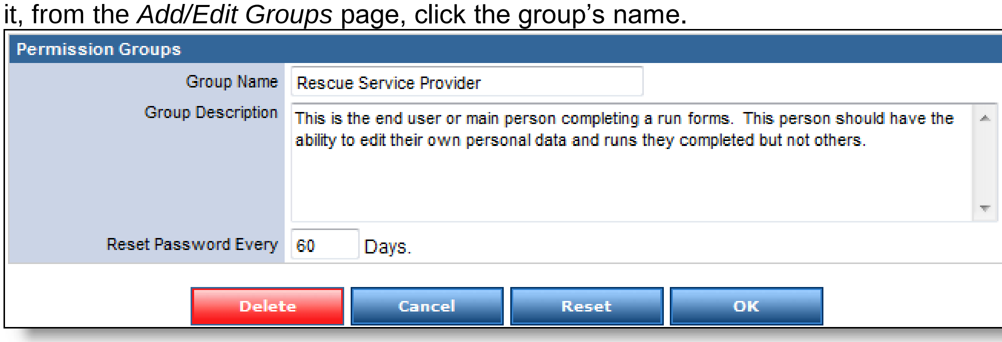
Hierarchy	Group Name	Description	Permissions
1	Administrative Level 1	This is the highest level of access and clearance. This level of access should have full permission to all aspects of the Service Bridge.	
2	Rescue Service Administrator	This person will be given the root access to the rescue service they are responsible for. They should have full rights and permissions to access and edit any data used or collected by their individua	
3	Rescue Service Provider	This is the end user or main person completing a run forms. This person should have the ability to edit their own personal data and runs they completed but not others.	

Update | Add Group

Viewing Permission Group Settings

Each permission group has settings for the individual access rights and levels of access that its users have.

1. To view a summary of the group and any description that has been created about it, from the *Add/Edit Groups* page, click the group's name.

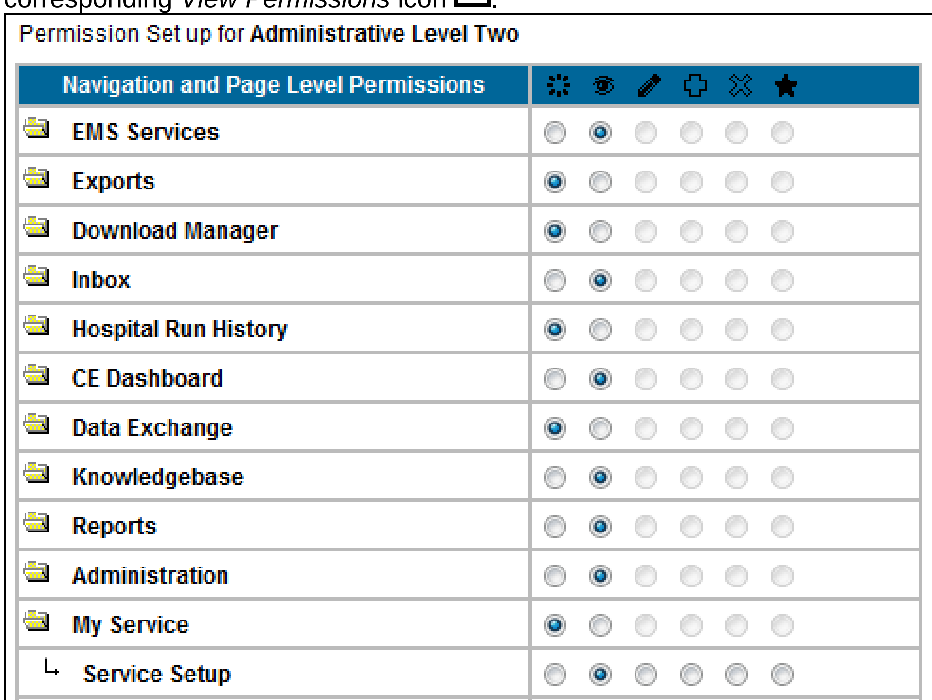


Permission Groups

Group Name	Rescue Service Provider
Group Description	This is the end user or main person completing a run forms. This person should have the ability to edit their own personal data and runs they completed but not others.
Reset Password Every	60 Days.

Delete | Cancel | Reset | OK

2. To view the group's access to each feature of the system, click the corresponding *View Permissions* icon.

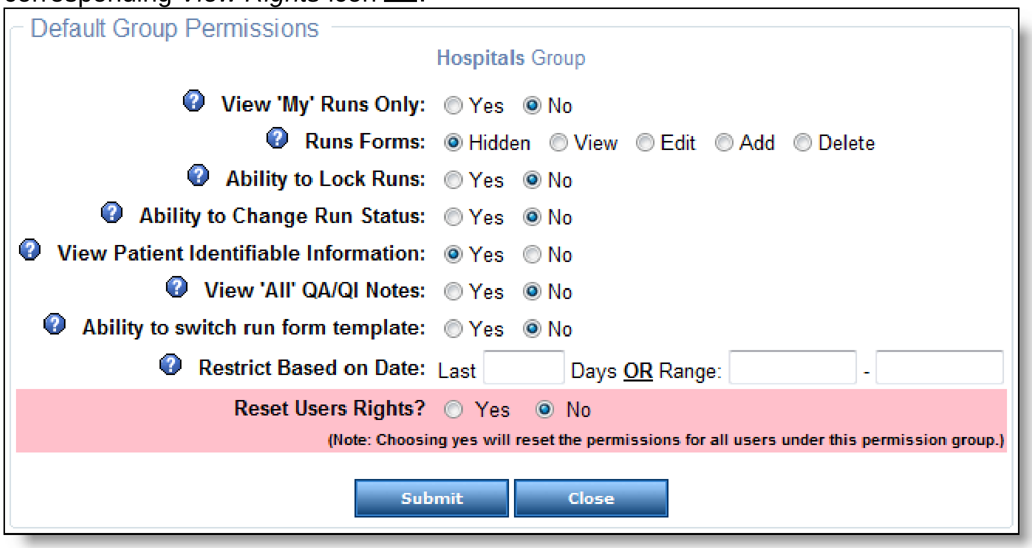


Permission Set up for **Administrative Level Two**

Navigation and Page Level Permissions

Navigation and Page Level Permissions
EMS Services
Exports
Download Manager
Inbox
Hospital Run History
CE Dashboard
Data Exchange
Knowledgebase
Reports
Administration
My Service
Service Setup

3. To view the group's access to particular key information from run forms, click the corresponding *View Rights* icon.



Creating New Permission Groups

Service administrators can create additional permission groups, with the correct permissions, to better manage access to the State Bridge system.

1. From the *Add/Edit Groups* page, click *Add Group*.
2. In the *Group Name* and *Group Description* text boxes, type an identifying name and description for the group.
3. In the *Reset Password Every* text box, type the maximum number of days before members of this group will be required to change their passwords.
4. When finished, to save the new group in the system, click *OK*.
   The new group is created and given the default level of access to the system.
5. From the *Add/Edit Groups* page, click the *View Permissions* icon corresponding to the new group.
6. In the *Group Permission* window, select the desired levels of access to all features for this group.
   - **Invisible:** The group will not be allowed to view the page.
   - **Read:** The page will be viewable but in a read-only format. No changes will be allowed to be made when this option is checked.
   - **Change:** This option gives the group the ability to change the layout as well the content of the page.
   - **Add:** The group will have the ability to add pages under the current page.
   - **Delete**: The *Delete* option allows the group to delete the current page.
   - **Owner:** The Owner contains all the same rights as the above plus some additional ones based on the feature.
7. Click *Save*.
8. From the *Add/Edit Groups* page, click the *View Rights* icon corresponding to the new group.
9. Using the provided fields, select the level of access to run form data that users in this group will possess.

View My Runs Only
Gives the user access to past run reports submitted only from his or her account.

Runs Forms
Determines the level of access the user will have to run forms that they are allows to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

Ability to Lock Runs
Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

Ability to Change Run Status
Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

View Patient Identifiable Information
Determines whether this user will be allowed to view patient identifiable information on run forms.

View 'All' QA/QI Notes
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

Ability to switch run form template
Determines whether this user will be able to change run form templates after a run form is started.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

10. Click *Submit*.
11. Using the *Hierarchy* drop down menus, select the number corresponding to this group's position in the list (smaller numbers higher on the list) and renumber the remaining groups to complete the list order.
12. Click *Update*.

Editing Permission Setup

The service administrator can adjust the name and description of the levels of access that a particular permission group has, if the administrator is assigned the correct permissions.

1. To edit the name, description or password reset requirements for a group,
    a. From the *Add/Edit Groups* page, click the name of the desired group.
    b. In the *Permission Groups* table, change the name, description, or frequency that users within the group will be required to change their passwords, as desired.
       NOTE: Typing a number other than zero here will also allow administrators to reset a user's password from their profile.
    c. When finished, to keep the changes, click *OK.*
2. To edit the access this permission group has to each feature of the system,

a. From the *Add/Edit Groups* page, click the corresponding *View Permissions* icon.
b. Using the provided permissions grid, change the levels of access to all desired features for this group.
    - **Invisible:** The group will not be allowed to view the page.
    - **Read:** The page will be viewable but in a read-only format. No changes will be allowed to be made when this option is checked.
    - **Change:** This option gives the group the ability to change the layout as well the content of the page.
    - **Add:** The group will have the ability to add pages under the current page.
    - **Delete**: The *Delete* option allows the group to delete the current page.
    - **Owner:** The *Owner* contains all the same rights as the above plus some additional ones based on the feature.
c. When finished, to keep the changes, click *Save.*

3. To edit the amount of access users have to run form data,
    a. From the *Add/Edit Groups* page, click the corresponding *View Rights* icon.
    b. Using the provided fields, change the amount of access that users in this group will have to run form data.

View My Runs Only
Gives the user access to past run reports submitted only from his or her account.

Runs Forms
Determines the level of access the user will have to run forms that they are allows to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

Ability to Lock Runs
Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

Ability to Change Run Status
Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

View Patient Identifiable Information
Determines whether this user will be allowed to view patient identifiable information on run forms.

View 'All' QA/QI Notes
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

Ability to switch run form template
Determines whether this user will be able to change run form templates after a run form is started.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

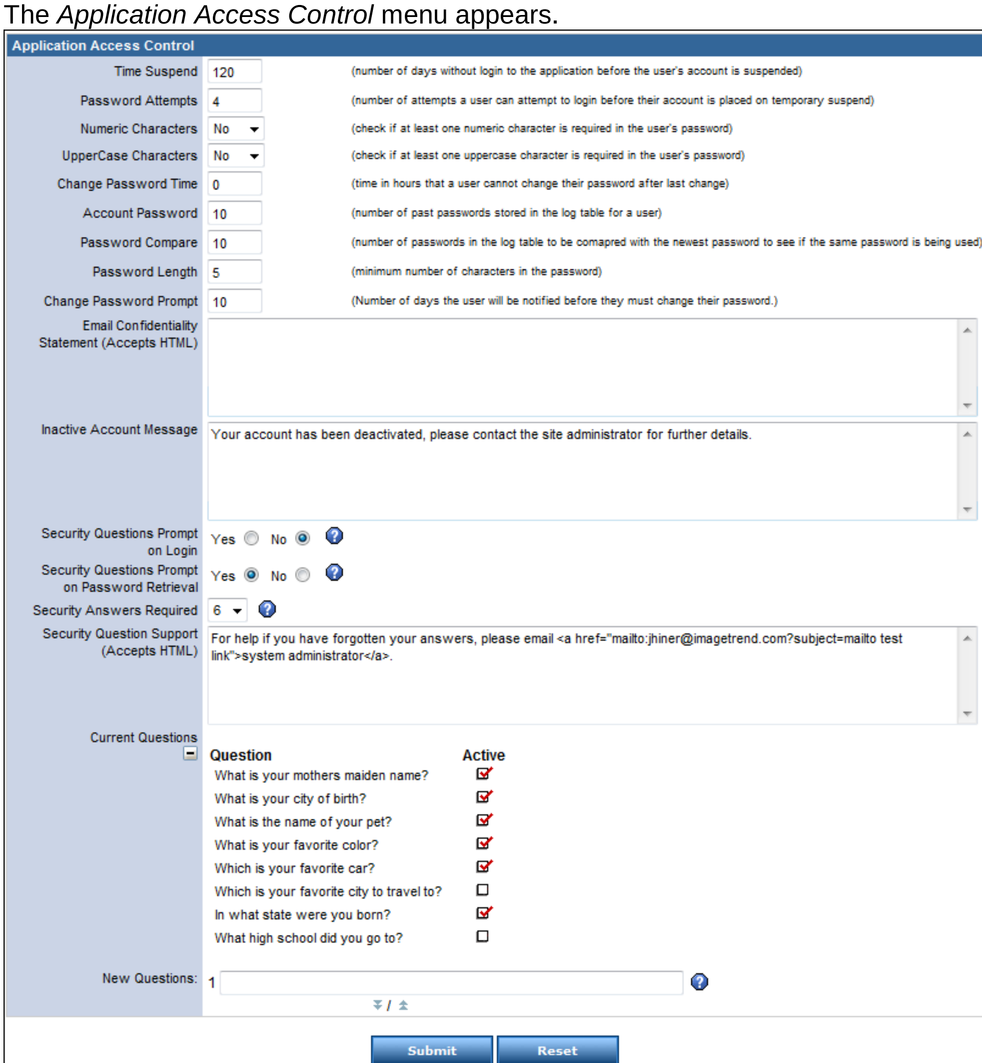
c. When finished, to keep the changes, click *Submit.*

4. To change the order in which groups appear, using the *Hierarchy* drop down menus, select numbers corresponding to the groups' order in the list (with smaller numbers appearing earlier in the list) and click *Update.*

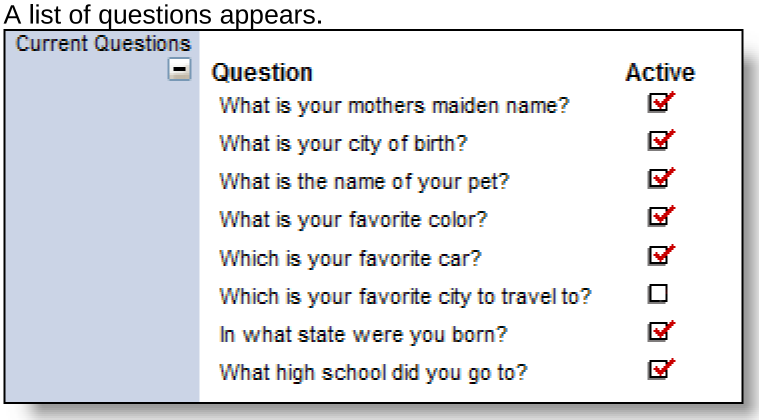
Working with Login Information

The service administrator can set up password and login requirements for all system users, if the administrator has the correct permissions. This includes the ability to set how often passwords need to be changed and when they are prompted, what characters must be included and ways that accounts may be automatically suspended.

1. From the top toolbar, click *Administration.*
2. In the left menu, click *Account Management* and *Application Access Control.*
   The *Application Access Control* menu appears.



3. To select the number of days that can pass without a user logging in before their account is suspended, in the *Time Suspend* text box, type the number of days.
4. To select how many times a user can incorrectly enter a password before their account is temporarily suspended, in the *Password Attempts* text box, type the number.
5. To require at least one numeric character in passwords, from the *Numeric Characters* drop down menu, select *Yes.*
6. To require at least one uppercase character in passwords, from the *Uppercase Characters* drop down menu, select *Yes.*
7. To set a number of hours after a user creates a new password that they cannot create another new password, in the *Change Password Time* text box, type the desired number of hours.
8. To select the number of old passwords that the system will store for each user, in the *Account Password* text box, type the desired number.
9. To select the number of old passwords against which a new password will be compared to prevent passwords from being reused, in the *Password Compare* text box, type the number.
10. In the *Password Length* text box, type the minimum number of characters that should be included in the password.
11. To set the number of days before a password expires that the user will be notified to change their password, in the *Change Password Prompt* text box, type the number of days.
12. To set text that will appear at the bottom of all inbox messages, in the *Email Confidentiality Statement* text box, type the message.
13. To set a notification that will appear if a user's account is suspended or marked inactive, in the *Inactive Account Message* text box, type the message.
14. To require users to answer security questions every time they log in, in the *Security Questions Prompt on Login* section, select *Yes.*
15. To require users to answer security questions to retrieve a forgotten password, in the *Security Questions Prompt on Password Retrieval* section, select *Yes.*
16. To set the number of questions that a user should answer, from the *Security Answers Required* drop down menu, select the desired number.
17. If security questions are used, to write additional information for the users, in the *Security Question Support* text box, type the desired message.
    HINT: This could include information about who to call if the user forgets the answers to the security questions.
18. To view any existing security questions, from the *Current Questions* section, click *Show Current Questions.*
    A list of questions appears.



19. **OPTIONAL:** To make a question active (i.e., users will need to create an answer for the question and the question may appear to be answered), select the corresponding *Active* checkbox.

To make a question inactive (i.e., users will not need to answer this question), deselect the corresponding checkbox.

20. To add a new question,
    a. In the *New Questions* section, click the *Add Question* icon until blanks appear for each question.
    b. Type the text for each question in the corresponding text box.
    WARNING: Questions cannot be edited or deleted after submission, although they can be made inactive. Be sure that spelling and grammar are correct.
    NOTE: These questions will be saved when the entire page is submitted.
    c. If necessary, to remove a text box, click the *Remove Question* icon . The last text box will be removed.
    NOTE: One text box will always appear.
21. When finished, click *Submit.*

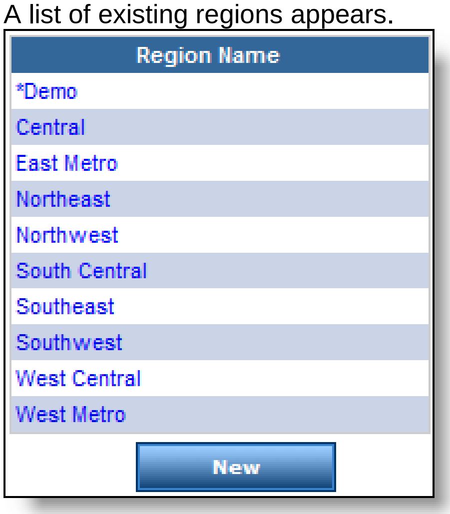
11.3 Working with Services and Regions

Service administrators with the correct permissions can set up regions and the services contained within those regions to assist with organization and locating services or incidents.

Viewing and Editing Regions

Administrators can view or edit the regions that are set up in the State Bridge.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Site Properties* and *Add/Edit Region.*
   A list of existing regions appears.



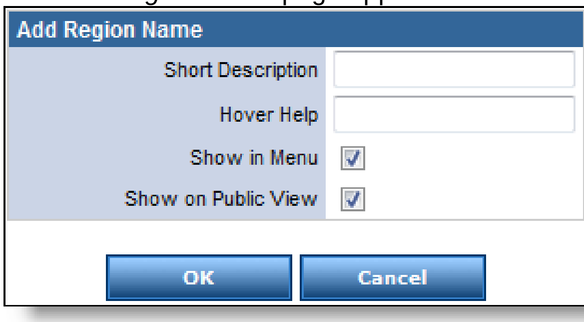
3. To view or edit the region information, click the region's name.
4. To change the name, in the *Short Description* text box, change the name.
5. To change the information that will appear when a user's mouse rests over the region name, in the *Hover Help* text box, type the new information.
6. To display this region in the left menu, select the *Show in Menu* checkbox.
7. To display this region on the public website for the service, select the *Show on Public View* checkbox.
8. When finished, to save the changes, click *OK.*

Adding New Regions

Service administrators with the correct permissions can create new regions.
NOTE: Regions must be created before services can be added.

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Site Properties* and *Add/Edit Region.*
   A list of existing regions appears.
3. Click *New.*
   The *Add Region Name* page appears.

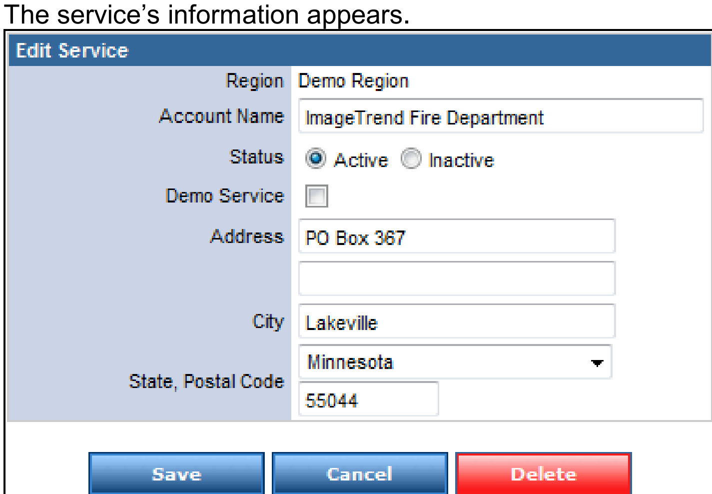


4. In the *Short Description* text box, type a name for the region.
5. To create the information that will appear when a user's mouse rests over the region name, in the *Hover Help* text box, type the new information.
6. To display this region in the left menu, select the *Show in Menu* checkbox.
7. To display this region on the public website for the service, select the *Show on Public View* checkbox.
8. When finished, to save the changes, click *OK.*

Viewing and Editing Services

Administrators with the correct permissions can view services by region and view or change the information about each service. A region must be created before a service can be added.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Site Properties* and *Add/Edit Service.*
   A list of existing regions appears.
3. From the list, click the name of the region in which the desired service is contained.
   A list of all services contained within the region appears.
4. Click the name of the desired service.
   The service's information appears.



5. Using the provided fields, change any desired information about the service.
6. When finished, to keep the changes, click *Save.*

Adding New Services

Service administrators with the correct permissions can add new services to a region.

1. From the top toolbar, click *Administration.*
2. In the left menu, click *Site Properties* and *Add/Edit Service.*
3. From the list of regions, click the region to contain the new service.
4. Click *Add.*
5. Using the provided fields, enter all desired information about the service.
6. When finished, to save the new service record, click *Add.*

11.4 Working with Report Writer Options

Service administrators with the correct permissions and knowledge can configure the fields and reports available in the Report Writer, including user access to reports, the pre-created reports and charts that will be available, the fields available for inclusion and their categories and what reports can be created or saved.

Working with Report Tables and Fields

For users who are extremely familiar with the databases used in the ReportWriter, the architecture of the State Bridge and the formulas used in creating the reports, the *Setup Tables & Fields* option allows them to customize the fields, formulas and relationships between fields and their categorizing tables. This option should be used with extreme caution, as mistakes could leave the Report Writer inoperable.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Setup Tables & Fields.*
3. Click the links to view any additional information.
    - Selecting the *Fields* option for a particular table allows the user to determine a variety of options for fields included in that table, including what the field will be called and whether it is considered standard criteria.
    - The *Table* option allows administrators to view and edit information about the entire selected table.
    - Under the *Formulas* option the user can choose to view and edit formulas by finding existing formulas using the *Lookup Formula* or creating new formulas using the *String Concatenate Formula* and *Numeric Formula* icons.
    - The *Relationship* option allows the user to view and set up secondary tables under primary tables (i.e., categories).

Working with Primary Tables

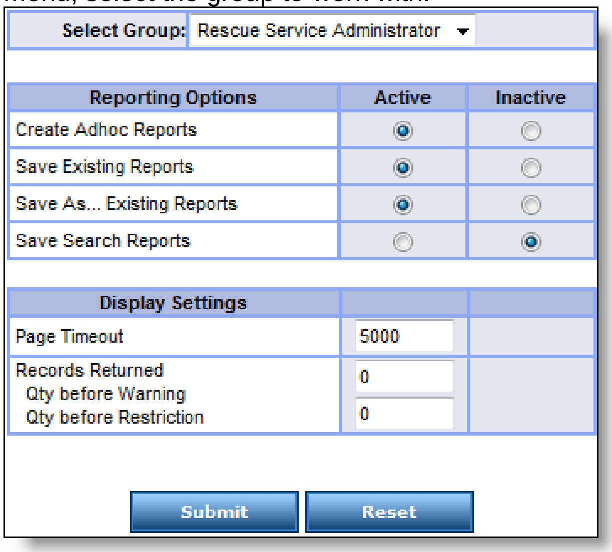
All fields used in reports are divided into tables, which categorize them and assist with organization. Tables are classified as primary or secondary. Primary tables are larger categories and contain the secondary tables, which contain the fields eventually used in creating reports. Primary table options should be used with caution as mistakes could leave the ReportWriter inoperable. Users can view a list of primary tables and the secondary tables contained within them.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Setup Primary Tables.*
3. To view the secondary tables included within a particular table, click the name of the primary table.

Working with Report Options

Service administrators with the correct permissions can view and define whether users from each permission group can save reports and create new ad hoc reports, as well as the amount of time before a report times out and the maximum number of records that can be included in a report.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Reporting Options.*
3. To view or work with the options for a particular group, from the *Select Group* drop down menu, select the group to work with.



4. Using the provided fields, make any necessary changes.
   - *Create Adhoc Reports*: Allows members of the selected group to create their own reports.
   - *Save Existing Reports*: Displays the *Save* button on finished reports, allowing users to save the report to their computer.
   - *Save As… Existing Reports*: Displays the *Save As…* button on finished reports, allowing users to save the report to their computer.
   - *Save Search Reports*: Displays the *Save* button on finished search reports, allowing users to save the report to their computer.
   - *Page Timeout*: Amount of time until users from the specific group time out.
   - *Records Returned: Qty before Warning*: Number of records that can be returned for a report before users in the group receive a warning that they are approaching the record restriction.
   - *Records Returned: Qty before Restriction*: Maximum number of records that can be retrieved for a report for the selected group.
5. When finished, to save the changes, click *Submit.*

Working with Report Permissions

Administrators with the correct permissions can set the permissions that each group has when new reports are created.

1. From the top toolbar, click *Administration.*

2. In the left menu, click *Report Writer Setup* and *Default Security Setup.*
   The *Default Security Setup* table is displayed.

Group	Data	Property	Select	Layout	Display	Schedule	Permission
Administrative Level 1	☑	☑	☑	☑	☑	☑	☑
Rescue Service Administrator	☑	☑	☑	☑	☑	☑	☐
Rescue Service Provider	☑	☑	☑	☑	☑	☐	☐

   - *Define Data Set*: Sets whether the permission group has access to the *Define Data Set* option, which allows the user to define what fields will appear in the report.
   - *Field Property:* Sets whether the permission group has access to the *Edit Field Property* option. On this page, users can set the display order of fields, select numeric fields to display average and/or sum, determine the alignment of the field display and pre-define a date range for date fields.
   - *Define Selection:* Sets whether the permission group will be able to change filtering options, defined criteria and sort criteria.
   - *Report Layout*: Sets whether the permission group has access to the *Edit Report Layout* option. The report style editor gives users the ability to customize the look of the report, allowing users to choose various layouts, custom headers, and different report formats.
   - *Report Display:* Sets whether the permission group can view the report.
   - *Schedule:* Sets whether the permission group has access to the *Schedule Reports* option. Administrators can set up the system so that particular reports are updated and sent to themselves or other system users periodically.
   - *Permission*: Sets whether the permission group has access to the *Edit Report Permissions* option. Administrators can specify which permission groups can access and alter the selected report. Selecting a checkbox for a particular group will allow them access to that option from the *I want to* menu.
3. To change permissions allowed to a particular group,
   a. Click the name of the group.
   b. In the resulting window, select or deselect the appropriate checkboxes.
   c. Click *Submit.*

Working with Pre-Created Reports and Charts

Service administrators with the correct permissions can view or define the pre-created reports available in the left menu of the *Report Writer.* These reports are broken up by category into ad hoc reports, charts, search reports and standard reports.

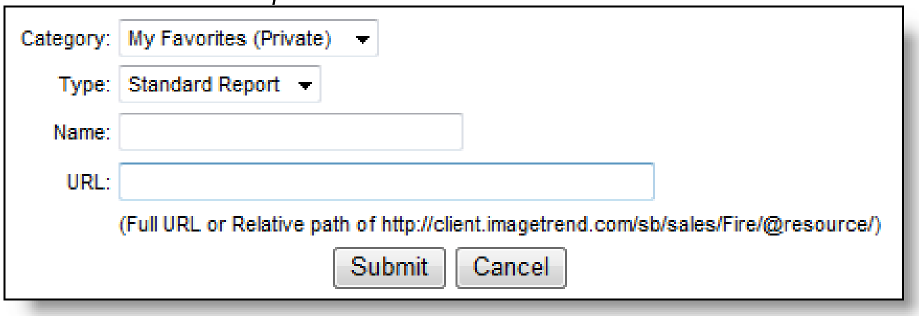
1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup.*
3. To work with ad hoc reports, click *Manage Adhoc Reports.*
   To work with charts, click *Manage Charts.*
   To work with search reports, click *Manage Search Reports.*
   To work with standard reports, click *Manage Standard Reports.*
4. To view a particular report, click the report name.

Adding a New Standard Report

Service administrators with the correct permissions can create new reports to be included in the list of standard reports in the ReportWriter.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Standard Reports.*

3. Click *Add Standard Report.*



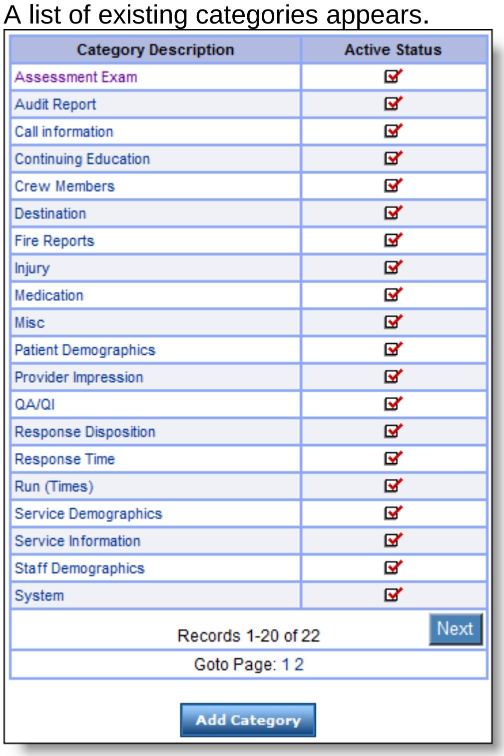
4. In the *Category* drop down menu, select the heading under which the report should be listed.
5. In the *Type* drop down menu, ensure that *Standard Report* is selected.
6. In the *Name* text box, type a title for the report to appear in the left menu.
7. In the *URL* text box, type the address at which the report is stored.
8. Click *Submit.*

Working with Report Categories

Each report is placed into a category of reports with similar information and for similar purposes to make them easier to find. These categories will be listed in the left menu of the ReportWriter. Service administrators with the correct permissions can view a list of the categories, alter their names or select whether a category is active or inactive.

Viewing and Editing Report Categories

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Report Categories.* A list of existing categories appears.



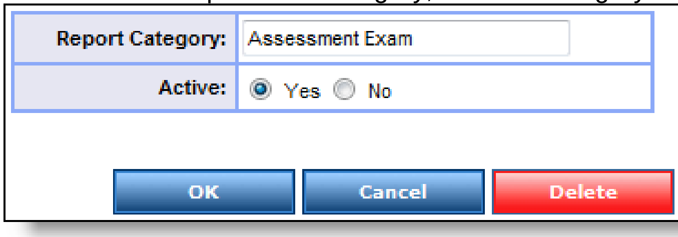
Category Description	Active Status
Assessment Exam	☑
Audit Report	☑
Call information	☑
Continuing Education	☑
Crew Members	☑
Destination	☑
Fire Reports	☑
Injury	☑
Medication	☑
Misc	☑
Patient Demographics	☑
Provider Impression	☑
QA/QI	☑
Response Disposition	☑
Response Time	☑
Run (Times)	☑
Service Demographics	☑
Service Information	☑
Staff Demographics	☑
System	☑

Records 1-20 of 22 Next

Goto Page: 1 2

Add Category

3. To view or edit a particular category, click the category name.



4. To edit the category's name, in the *Report Category* text box, type the new name.
5. To set whether the category is active or inactive within the system, in the *Active* section, select the correct option.
6. To save any changes, click *OK.*

Creating New Categories

Service administrators with the correct permissions can create new report categories to be listed in the left menu.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Report Categories.* A list of existing categories appears.

Category Description	Active Status
Assessment Exam	☑
Audit Report	☑
Call information	☑
Continuing Education	☑
Crew Members	☑
Destination	☑
Fire Reports	☑
Injury	☑
Medication	☑
Misc	☑
Patient Demographics	☑
Provider Impression	☑
QA/QI	☑
Response Disposition	☑
Response Time	☑
Run (Times)	☑
Service Demographics	☑
Service Information	☑
Staff Demographics	☑
System	☑

Records 1-20 of 22 Next

Goto Page: 1 2

Add Category

3. Click *Add Category.*
4. To create the category's name, in the *Report Category* text box, type the new name.
5. To set whether the category is active or inactive within the system, in the *Active* section, select the correct option.
6. To save any changes, click *OK.*

Working with Field Selections

Service administrators with the correct permissions can change the tables and fields that are included in certain common standard reports, ensuring that the reports address exactly the data needed. They can also create new standard reports based upon a single main category.

Viewing Fields in Existing Reports

Service administrators with the correct permissions can access a condensed list of sub-categories and their fields to view what fields are included in a particular report.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Field Selections.*
3. For the correct report, click *View.*

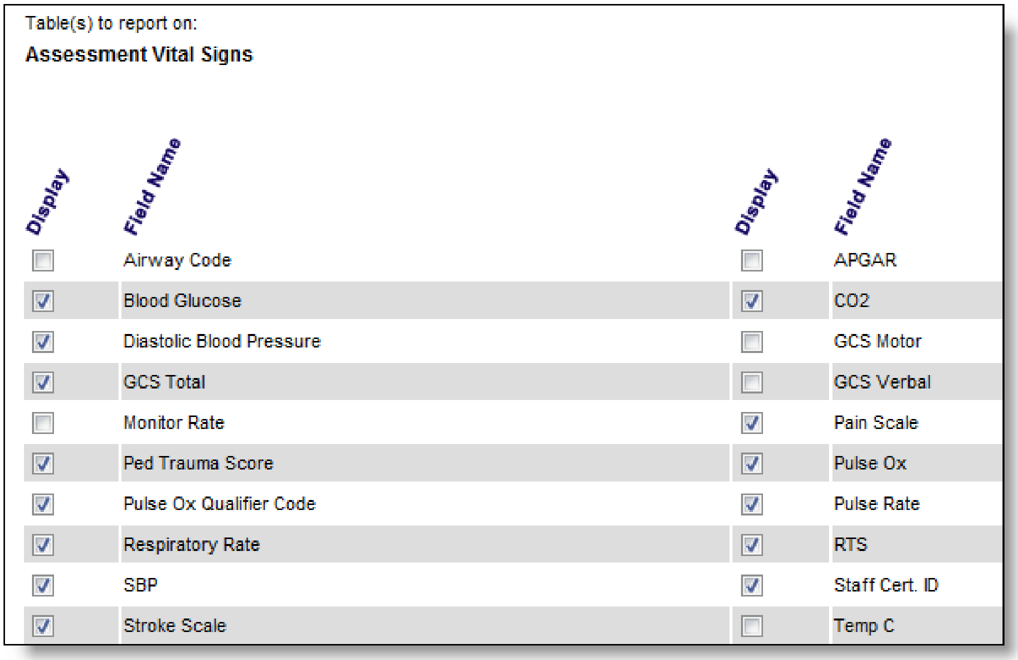
Editing Existing Reports

While not all standard reports are available for configuration at the field level, a list of common reports that can easily be changed is available. This option allows service administrators with the correct permissions to change the title and permission-based access for the report as well as changing the fields displayed in the report.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Field Selections.*
3. From the list of reports, click the desired report name.

4. **OPTIONAL:** In the *Title* text box, make any desired changes to the report title.
5. **OPTIONAL:** In the *View Rights* table, make any changes to the permission groups allowed to view this report.

6. Click *Continue.*

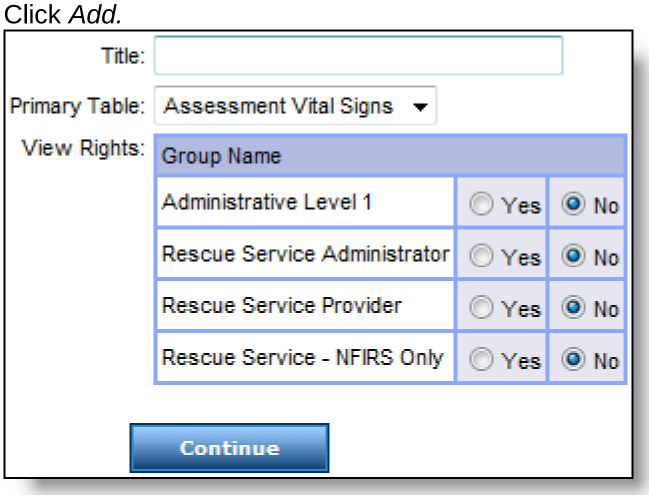


7. **OPTIONAL:** In the table of fields that appears, to display additional fields, select the corresponding *Display* checkbox. To hide fields, deselect the corresponding *Display* checkbox.
8. Click *Submit.*

Adding New Reports

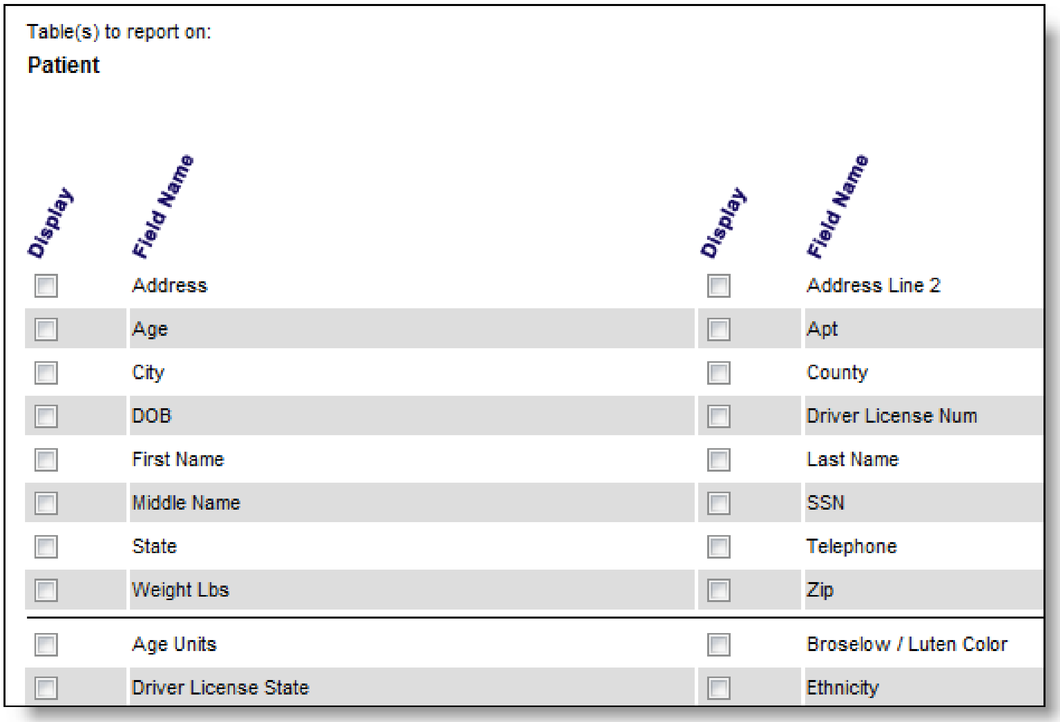
Service administrators with the correct permissions can create new reports to contain exactly the fields desired.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Manage Field Selections.*
3. Click *Add.*



4. In the *Title* text box, type a name for the report.
5. From the *Primary Table* drop down menu, select the main category that includes the fields to be displayed on this report.
6. In the *View Rights* section, select *Yes* for the groups that should be allowed to view this report.

7. Click *Continue.*



Table(s) to report on:

Patient

Display	Field Name	Display	Field Name
☐	Address	☐	Address Line 2
☐	Age	☐	Apt
☐	City	☐	County
☐	DOB	☐	Driver License Num
☐	First Name	☐	Last Name
☐	Middle Name	☐	SSN
☐	State	☐	Telephone
☐	Weight Lbs	☐	Zip
☐	Age Units	☐	Broselow / Luten Color
☐	Driver License State	☐	Ethnicity

8. To show a field on the report, click the corresponding *Display* checkbox.
9. When finished, click *Submit.*
   A list of the selected fields appears.
10. To return to the list of reports, click *Back to List.*

Opening Reports

Service administrators with the correct permissions can open reports from the *Administration* page if the administrator is familiar with the database and knows the report's primary key.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Report Writer Setup* and *Open Report.*
3. In the *Library ID* text box, type the identifying ID number of the report and click *Submit.*

11.5 Working with Resource Setup

Service administrators with the correct permissions can modify the setup of run form elements. If services also utilize the EMS Field Bridge, these changes will be passed down to the Field Bridge application. This chapter explains how to work with preset options for run forms including the destinations, mutual aid departments and patient medications. In addition, this chapter explains how to work with consent text for forms requiring signatures, validation options, mapping, the data elements included in each run form, and setting up data exports and run form statuses.

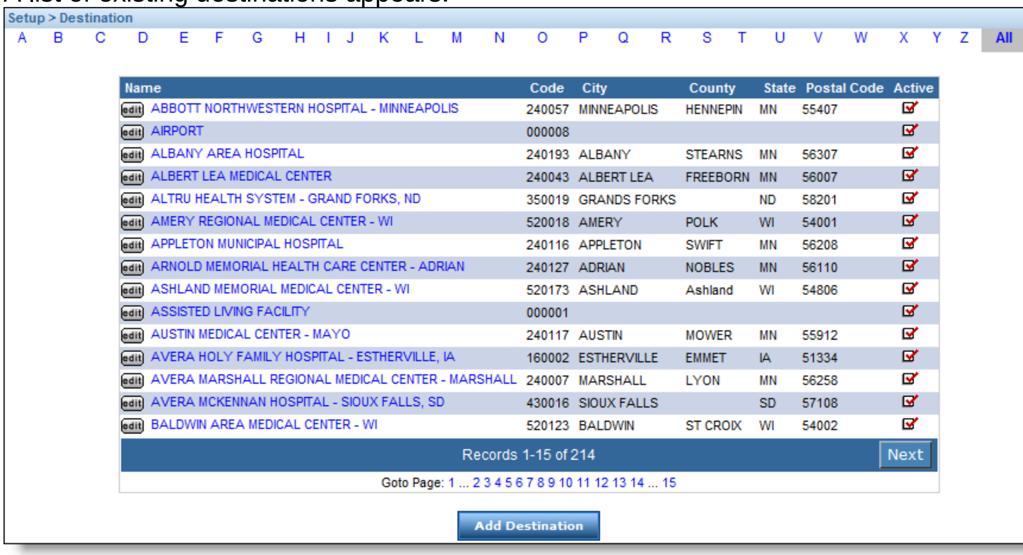
Working with Destinations

Run forms contain a field for destination. When service administrators set up destinations, staff members can select the correct destination and all address information will be automatically completed. Administrators can create or edit these destinations and their information.

Viewing and Editing Destinations

Administrators with the correct permissions can view a list of all existing destinations and edit their information, if necessary.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Destination Setup.*
   A list of existing destinations appears.


Setup > Destination

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Name	Code	City	County	State	Postal Code	Active
edit ABBOTT NORTHWESTERN HOSPITAL - MINNEAPOLIS	240057	MINNEAPOLIS	HENNEPIN	MN	55407	☑
edit AIRPORT	000008					☑
edit ALBANY AREA HOSPITAL	240193	ALBANY	STEARNS	MN	56307	☑
edit ALBERT LEA MEDICAL CENTER	240043	ALBERT LEA	FREEBORN	MN	56007	☑
edit ALTRU HEALTH SYSTEM - GRAND FORKS, ND	350019	GRANDS FORKS		ND	58201	☑
edit AMERY REGIONAL MEDICAL CENTER - WI	520018	AMERY	POLK	WI	54001	☑
edit APPLETON MUNICIPAL HOSPITAL	240116	APPLETON	SWIFT	MN	56208	☑
edit ARNOLD MEMORIAL HEALTH CARE CENTER - ADRIAN	240127	ADRIAN	NOBLES	MN	56110	☑
edit ASHLAND MEMORIAL MEDICAL CENTER - WI	520173	ASHLAND	Ashland	WI	54806	☑
edit ASSISTED LIVING FACILITY	000001					☑
edit AUSTIN MEDICAL CENTER - MAYO	240117	AUSTIN	MOWER	MN	55912	☑
edit AVERA HOLY FAMILY HOSPITAL - ESTHERVILLE, IA	160002	ESTHERVILLE	EMMET	IA	51334	☑
edit AVERA MARSHALL REGIONAL MEDICAL CENTER - MARSHALL	240007	MARSHALL	LYON	MN	56258	☑
edit AVERA MCKENNAN HOSPITAL - SIOUX FALLS, SD	430016	SIOUX FALLS		SD	57108	☑
edit BALDWIN AREA MEDICAL CENTER - WI	520123	BALDWIN	ST CROIX	WI	54002	☑

Records 1-15 of 214 Next

Goto Page: 1 ... 2 3 4 5 6 7 8 9 10 11 12 13 14 ... 15

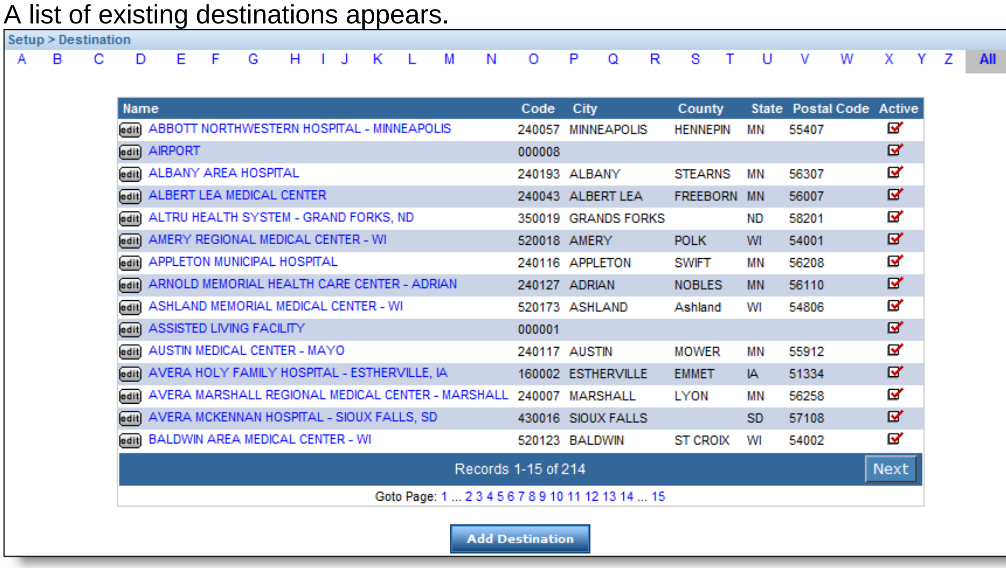
Add Destination

3. To find the correct destination, if necessary, use the *Previous* and *Next* buttons or the alphabet links at the top of the page.
4. To view the entire profile or edit a destination, click the destination's name.
5. To edit the destination information, enter the new information into the correct fields and click *OK.*

Creating New Destinations

Service administrators with the correct permissions can create new destinations to be included in the list on run forms.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Destination Setup.*
   A list of existing destinations appears.


Setup > Destination

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

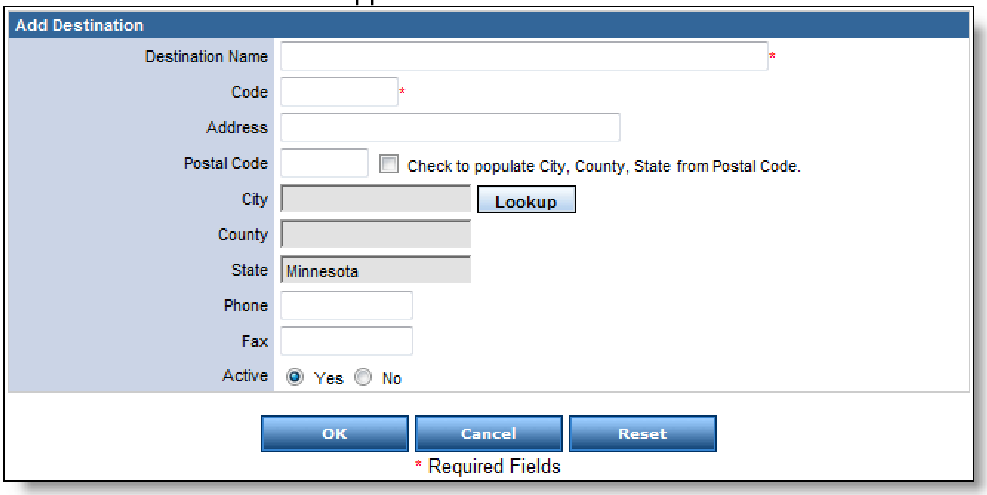
Name	Code	City	County	State	Postal Code	Active
edit ABBOTT NORTHWESTERN HOSPITAL - MINNEAPOLIS	240057	MINNEAPOLIS	HENNEPIN	MN	55407	☑
edit AIRPORT	000008					☑
edit ALBANY AREA HOSPITAL	240193	ALBANY	STEARNS	MN	56307	☑
edit ALBERT LEA MEDICAL CENTER	240043	ALBERT LEA	FREEBORN	MN	56007	☑
edit ALTRU HEALTH SYSTEM - GRAND FORKS, ND	350019	GRANDS FORKS		ND	58201	☑
edit AMERY REGIONAL MEDICAL CENTER - WI	520018	AMERY	POLK	WI	54001	☑
edit APPLETON MUNICIPAL HOSPITAL	240116	APPLETON	SWIFT	MN	56208	☑
edit ARNOLD MEMORIAL HEALTH CARE CENTER - ADRIAN	240127	ADRIAN	NOBLES	MN	56110	☑
edit ASHLAND MEMORIAL MEDICAL CENTER - WI	520173	ASHLAND	Ashland	WI	54806	☑
edit ASSISTED LIVING FACILITY	000001					☑
edit AUSTIN MEDICAL CENTER - MAYO	240117	AUSTIN	MOWER	MN	55912	☑
edit AVERA HOLY FAMILY HOSPITAL - ESTHERVILLE, IA	160002	ESTHERVILLE	EMMET	IA	51334	☑
edit AVERA MARSHALL REGIONAL MEDICAL CENTER - MARSHALL	240007	MARSHALL	LYON	MN	56258	☑
edit AVERA MCKENNAN HOSPITAL - SIOUX FALLS, SD	430016	SIOUX FALLS		SD	57108	☑
edit BALDWIN AREA MEDICAL CENTER - WI	520123	BALDWIN	ST CROIX	WI	54002	☑

Records 1-15 of 214 Next

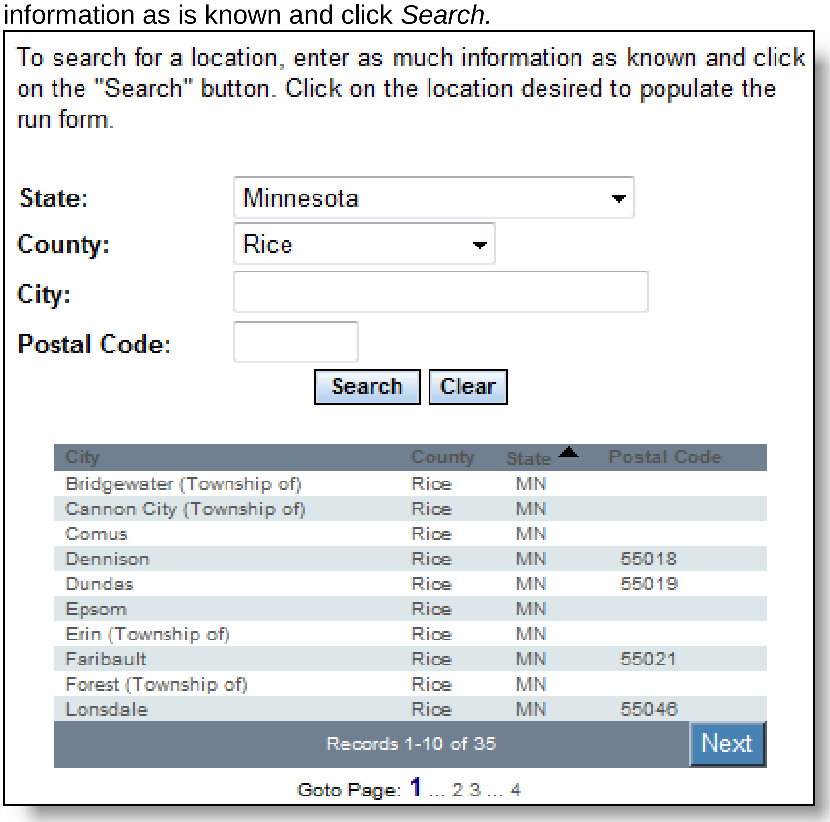
Goto Page: 1 ... 2 3 4 5 6 7 8 9 10 11 12 13 14 ... 15

Add Destination

3. Click *Add Destination.*
   The *Add Destination* screen appears.



4. In the *Code* text box, enter the unique code for the destination provided by ImageTrend.
   NOTE: Be sure to contact ImageTrend for a code to ensure that this destination is entered in the database as a unique record. All destinations within the database must have a unique code in order to work properly.
5. Using the provided location text boxes, type the destination's address.
   HINT: To automatically enter the city, county and state information from the postal code of the destination, enter the postal code and select the *Check to populate City, County, State from Postal Code* checkbox.
   HINT: To look up address information, click the *Lookup* button, enter as much information as is known and click *Search.*



6. In the *Phone* and *Fax* text boxes, enter the appropriate contact numbers.
7. To select whether this destination will be active on the run forms or inactive, in the *Active* section, select the appropriate option.
8. To save this new record, click *OK.*

Working with Transferring Agencies

Run forms allow users to select an agency for a patient to be transferred to or from. When an agency is set up for use, it can be selected from a drop down for easy form completion.

Viewing and Editing Transferring Agencies

Service administrators with the correct permissions can view or edit the information for transferring agencies. Records on this list can be selected from a run form.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Agency Transferred To/From Setup.*

   A list of existing agency records appears.

Name	Agency ID	City	County	State	Postal Code	Active
edit Jefferson EMS	1851	Saint Cloud	Stearns	MN	56301	☑
edit Kansas City, Kansas Fire Department	1854	Kansas City	Wyandotte	KS	66101	☑
edit Lakeville EMS	1853	Lakeville	Dakota	MN	55044	☐
edit Robertson Fire & Rescue	1852	Burnsville	Dakota	MN	55337	☑

Records 1-4 of 4

Goto Page: ... 1

Add Agency Transferred To/From

3. To view the entire record or to open it for editing, click the name of the record.
4. To edit the record, use the provided fields to make changes and click *OK.*

Adding New Transferring Agencies

Service administrators with the correct permissions can create new records for agencies not currently in the system. These records will then be available from run forms.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Agency Transferred To/From Setup.*

   A list of existing agency records appears.

Name	Agency ID	City	County	State	Postal Code	Active
edit Jefferson EMS	1851	Saint Cloud	Stearns	MN	56301	☑
edit Kansas City, Kansas Fire Department	1854	Kansas City	Wyandotte	KS	66101	☑
edit Lakeville EMS	1853	Lakeville	Dakota	MN	55044	☐
edit Robertson Fire & Rescue	1852	Burnsville	Dakota	MN	55337	☑

Records 1-4 of 4

Goto Page: ... 1

Add Agency Transferred To/From

3. Click *Add Agency Transferred To/From.*
4. In the resulting *Add Agency Transferred To/From* page, use the provided fields to enter information about the agency.
5. When finished, to save the record to the system, click *OK.*

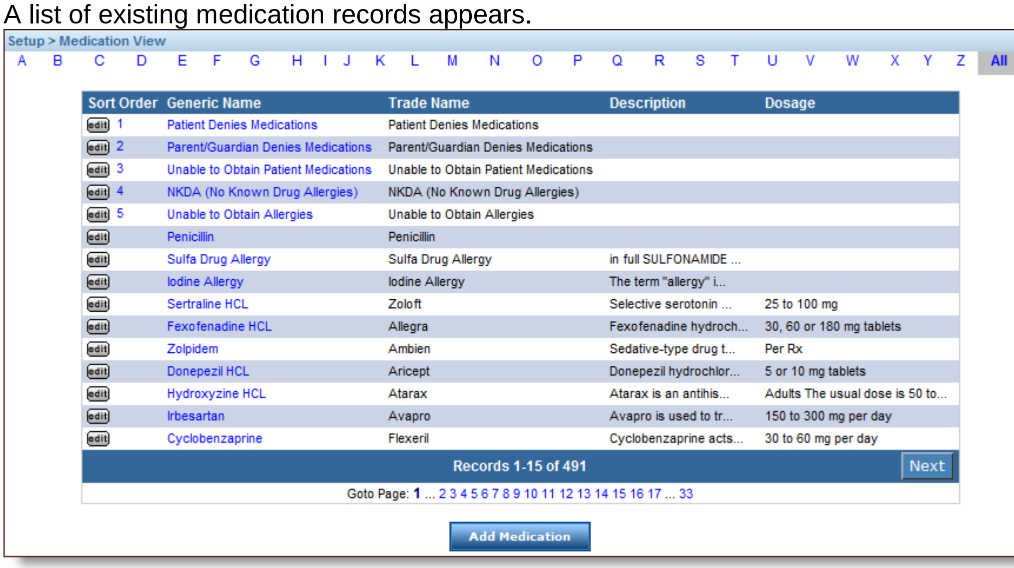
Working with Patient Medication Records

EMS run reports allow staff members to keep record medications that patients are given. These medications can be selected from a list, which is set in this section by the system administrator. All medications that can be recorded should be included in this list.

Viewing and Editing Medication Records

Service administrators with the correct permissions can view or edit a list of existing medication records. Records in this list can be selected from a run form.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Patient Medication List Setup.*
   A list of existing medication records appears.



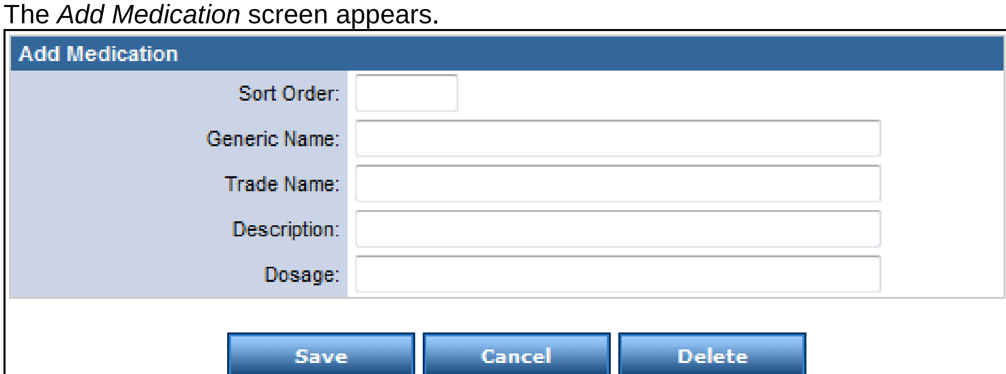
Sort Order	Generic Name	Trade Name	Description	Dosage
edit 1	Patient Denies Medications	Patient Denies Medications		
edit 2	Parent/Guardian Denies Medications	Parent/Guardian Denies Medications		
edit 3	Unable to Obtain Patient Medications	Unable to Obtain Patient Medications		
edit 4	NKDA (No Known Drug Allergies)	NKDA (No Known Drug Allergies)		
edit 5	Unable to Obtain Allergies	Unable to Obtain Allergies		
edit	Penicillin	Penicillin		
edit	Sulfa Drug Allergy	Sulfa Drug Allergy	in full SULFONAMIDE ...	
edit	Iodine Allergy	Iodine Allergy	The term "allergy" i...	
edit	Sertraline HCL	Zoloft	Selective serotonin ...	25 to 100 mg
edit	Fexofenadine HCL	Allegra	Fexofenadine hydroch...	30, 60 or 180 mg tablets
edit	Zolpidem	Ambien	Sedative-type drug t...	Per Rx
edit	Donepezil HCL	Aricept	Donepezil hydrochlor...	5 or 10 mg tablets
edit	Hydroxyzine HCL	Atarax	Atarax is an antihis...	Adults The usual dose is 50 to...
edit	Irbesartan	Avapro	Avapro is used to tr...	150 to 300 mg per day
edit	Cyclobenzaprine	Flexeril	Cyclobenzaprine acts...	30 to 60 mg per day

3. To find the correct medication, if necessary, use the *Previous* and *Next* buttons or the alphabet links at the top of the page.
4. To view the entire profile or edit a medication, click the medication's name.
5. To edit the medication information, enter the new information into the correct fields and click *OK.*

Adding Medication Records

Service administrators with the correct permissions can add new records for medications that are not yet in the system.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Patient Medication List Setup.*
3. Click *Add Medication.*
   The *Add Medication* screen appears.



4. In the *Generic Name* text box, type the medication's generic name.
5. In the *Trade Name* text box, type the medication's trade name.
6. In the *Description* text box, type more information about the medication.
7. In the *Dosage* test box, type the amount of this medication that should be taken.
8. To place this medication at a certain position in the list, in the *Sort Order* test box, type the number of the position in which this medication should appear.
9. When finished, to add this record to the system, click *Save.*

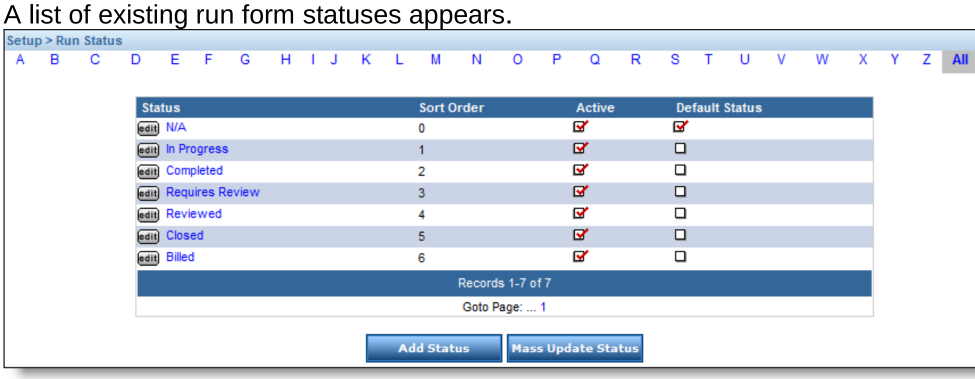
Working with Run Form Statuses

Run forms can be marked with particular statuses to indicate any additional work that needs to be done or to help sort records. Service administrators with the correct permissions can view, edit and set up these statuses. Once statuses have been changed, service administrators can also choose to apply those changes to all affected past records.

Viewing and Editing Run Form Statuses

Service administrators with the correct permissions can view a list of all possible run form statuses and edit individual statuses if necessary.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Run Status Setup.*
   A list of existing run form statuses appears.



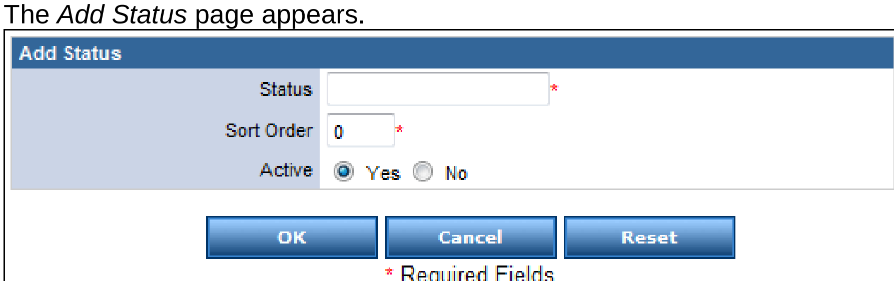
Status	Sort Order	Active	Default Status
edit N/A	0	☑	☑
edit In Progress	1	☑	☐
edit Completed	2	☑	☐
edit Requires Review	3	☑	☐
edit Reviewed	4	☑	☐
edit Closed	5	☑	☐
edit Billed	6	☑	☐

3. To find the correct status, if necessary, use the *Previous* and *Next* buttons or the alphabet links at the top of the page.
4. To view the entire profile or edit a status, click its name.
5. To edit the status information, enter the new information into the correct fields and click *OK.*

Creating New Statuses

Service administrators with the correct permissions can create new statuses by which to classify their run forms.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Run Status Setup.*
   A list of existing run form statuses appears.
3. Click *Add Status.*
   The *Add Status* page appears.



4. In the *Status* text box, type the status.
5. In the *Sort Order* text box, type the number of the position in the list of statuses that this status should appear.
6. To select whether this status should be active in the system or inactive, in the *Active* section, select the appropriate option.
7. When finished, to save the new status, click *OK.*
   The new status will not be available for new run forms.

Updating Statuses for Past Run Reports

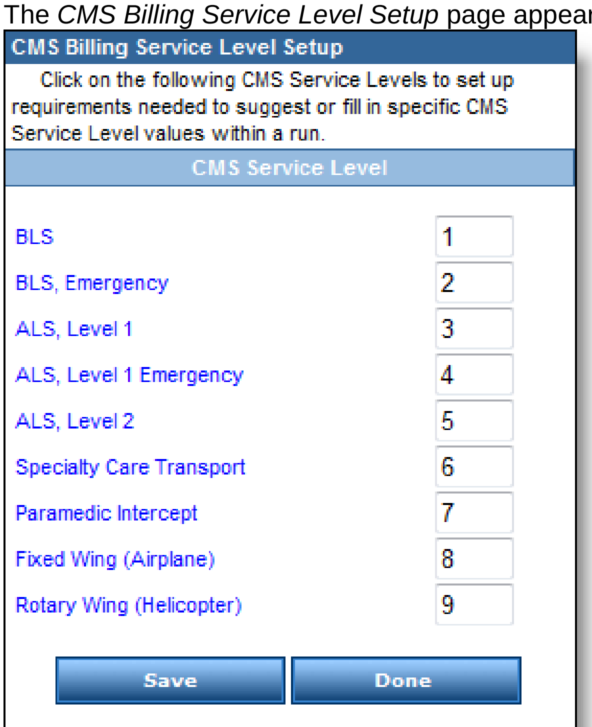
Once a status has been edited or if a new status is added, past run reports can be altered to reflect these changes. Any status can be selected to be replaced by a different status, and all past run reports with the selected original status will be updated to the new status.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Run Status Setup.*
3. Edit or add the desired status.
4. Click *Mass Update Status.*
5. From the *From* drop down menu, select the original status that should be replaced.
6. From the *To* drop down menu, select the new status that should replace the original status.
7. Click *Submit.*
   The changes are applied.

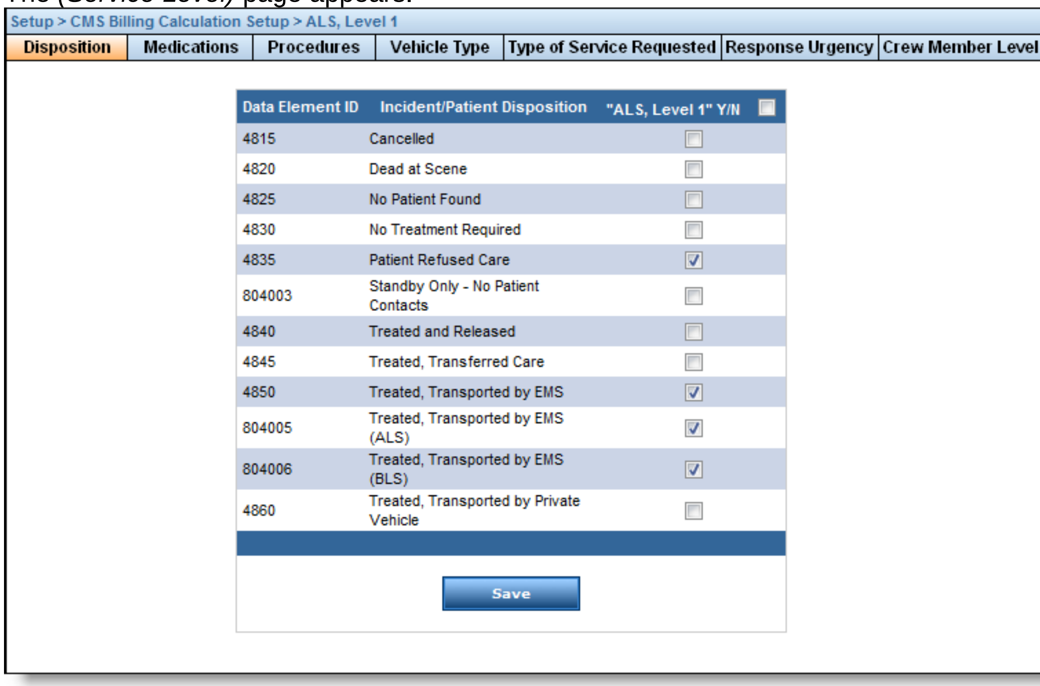
Setting Up the CMS Billing Calculator

The CMS Billing Calculator setup allows administrators to indicate what services they can bill for under each CMS service level. This information will be used in the CMS Billing Calculator, if enabled.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *CMS Billing Calculation Setup.*
   The *CMS Billing Service Level Setup* page appears.



3. To change the sort order of the service levels, in the text boxes, type the desired sort order for each level.
   NOTE: This order is based on national conventions. ImageTrend recommends not changing this order without consulting an expert on this billing system to avoid errors in billing.
4. When finished, click *Save.*
5. To indicate what services can be billed for,
   a. Click the level for which to set up billed services.
      The *(Service Level)* page appears.



Setup > CMS Billing Calculation Setup > ALS, Level 1

Disposition | Medications | Procedures | Vehicle Type | Type of Service Requested | Response Urgency | Crew Member Level

Data Element ID	Incident/Patient Disposition	"ALS, Level 1" Y/N
4815	Cancelled	☐
4820	Dead at Scene	☐
4825	No Patient Found	☐
4830	No Treatment Required	☐
4835	Patient Refused Care	☑
804003	Standby Only - No Patient Contacts	☐
4840	Treated and Released	☐
4845	Treated, Transferred Care	☐
4850	Treated, Transported by EMS	☑
804005	Treated, Transported by EMS (ALS)	☑
804006	Treated, Transported by EMS (BLS)	☑
4860	Treated, Transported by Private Vehicle	☐

Save

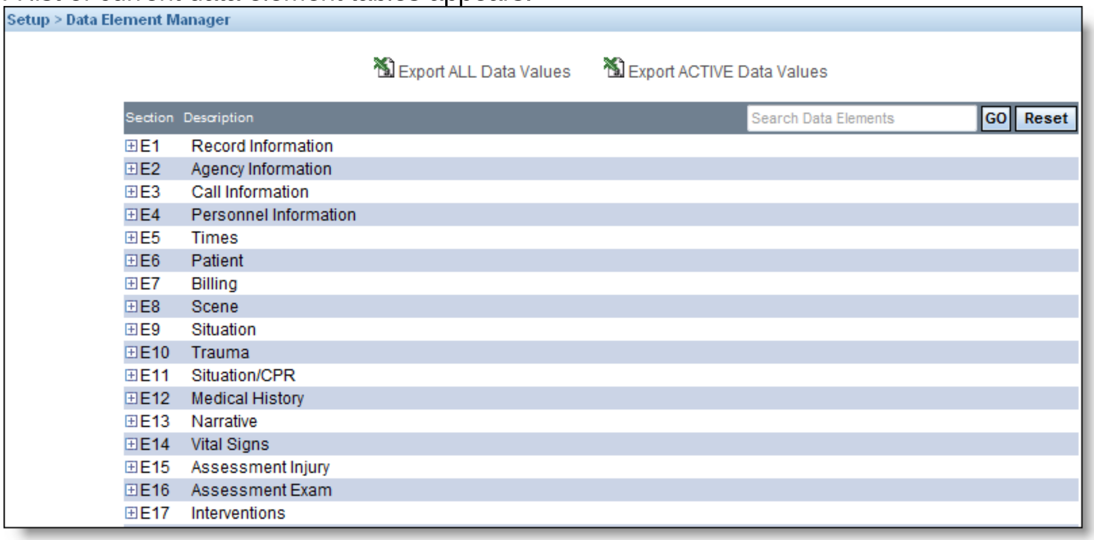
   b. To indicate that a service should be billed, select the checkbox.
      To indicate that a service should not be billed, deselect the checkbox.
   c. When finished, click *Save.*
   d. To select additional services under this level, click the desired tab.
   e. Repeat steps b–d for each tab.
6. Use the left menu to navigate back to the list of CMS service levels.
7. Repeat steps 5–6 for all desired service levels.

Viewing Data Element Details

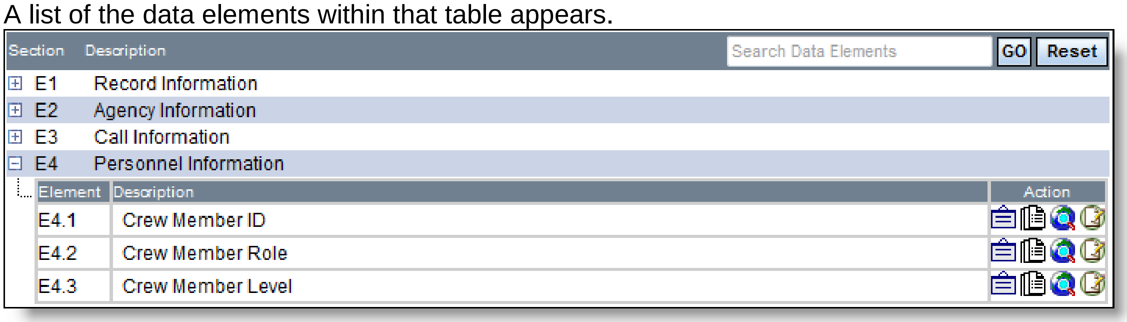
Each type of information that is collected in the State Bridge has its own data element. Service administrators with the correct permissions can view a variety of information about these elements. Users must be extremely familiar with the database that the application is built upon and the NHTSA and NEMSIS codes in order to change any of this information, so please contact ImageTrend if changes are needed.

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Resource Setup* and *Data Element Manager.*
   A list of current data element tables appears.



3. To find a specific table or data element, in the *Search Data Elements* text box, type a keyword and click *Go.*
4. To view the data elements within a particular table, click the corresponding *View (Table Name) Data Elements* icon.
   A list of the data elements within that table appears.



5. To view more information about the data element, click the correct icon.

   - *View Tag Details*
     Allows administrators access to tag properties, such as the element's name, the date it was modified, its properties (e.g., its location and name in the database or the name of the file collecting the data) and the code used to generate the tag.
   - *View Element Details*
     Enables administrators to view details for the corresponding data element, such as the table containing the data element, its description and the field name.
   - *View Mapping Details*
     If connections are set up to import or export data for this element, administrators can view the paths mapped for those data exchanges.
   - *View Resource Values*
     Administrators have access to a list of all fields that will appear on the run form for this data element, and can choose to mark the field active (to display them on the run form) or inactive (to hide them on the run form), or change the sort order. Staff members cannot add data elements.
     NOTES:
     Administrators can designate whether each option within each field

are active or inactive within the system.
Administrators can set an option to be selected by default within each field.
In section D4.6, administrators can set a default dosage, unit and route for each medication that will appear automatically in run forms.

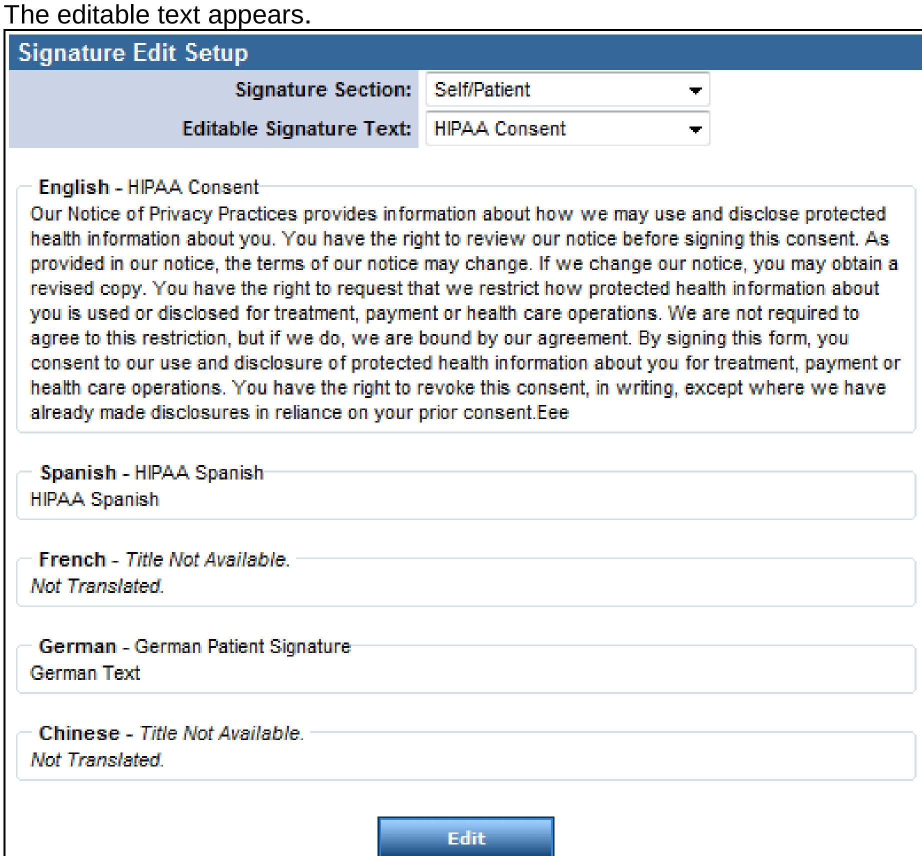
Working with Signatures

Service administrators with the correct permissions can view and change the consent text for forms requiring signatures. This can include information for the standard consent forms as well as managing forms in other languages. ImageTrend does not provide translation for signature text.

Working with Consent Form Text

Service administrators with the correct permissions can view or edit consent text for each form for each language that is currently set up in the system.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Manage Signature Text.*
3. From the *Signature Edit Setup* table, in the *Signature Section* drop down menu, select the category of signature.
4. From the *Editable Signature Text* drop down menu, select the form with the consent text to work with.
   The editable text appears.

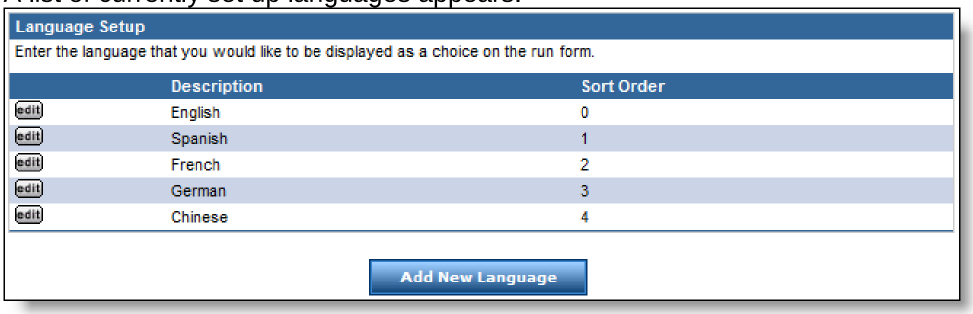


5. To edit the text, click *Edit.*
6. In the text boxes for the text for each language, make the desired changes.
7. When finished, click *Submit.*

Working with Consent Text Languages

Each form can be translated into other languages once that language has been set up in the system as a category. Service administrators with the correct permissions can set up languages, which allow forms to be classified as a language-specific form. ImageTrend does not provide translation services.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Manage Signature Languages.* A list of currently set up languages appears.



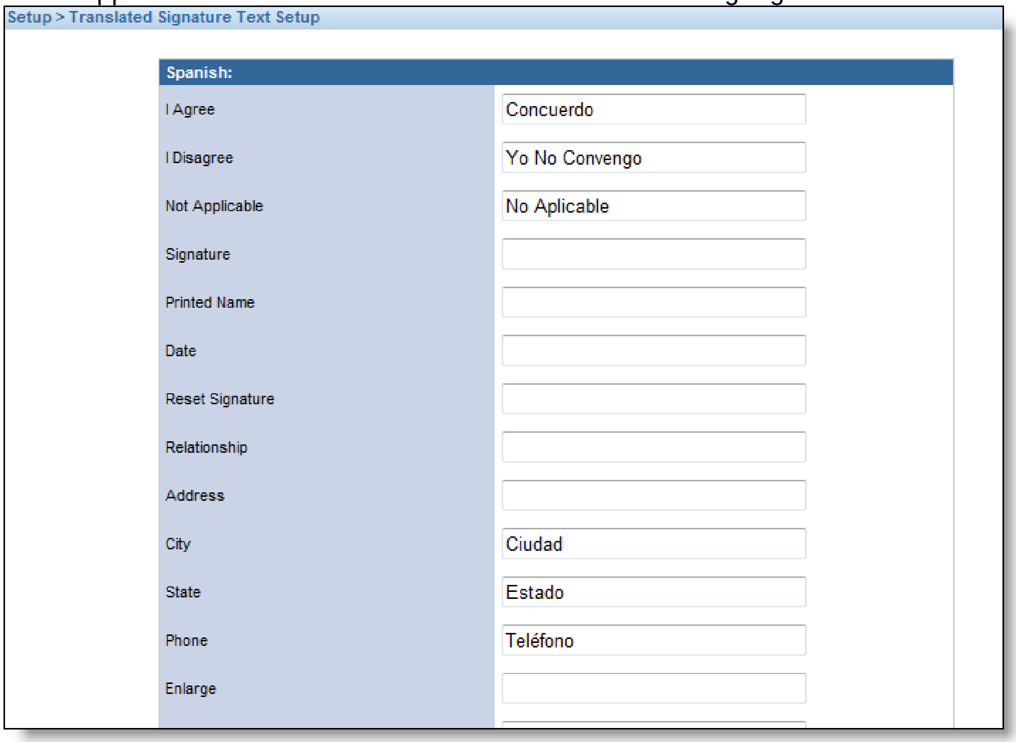
3. To change the order in the list in which a language appears,
    a. Click the corresponding *Edit* button.
    b. In the *Sort Order* text box, type the number of the new position.
    c. Click *Submit.*
4. To add a new language,
    a. Click *Add New Language.*
    b. In the *Language* text box, type the name of the language.
    c. In the *Sort Order* text box, type number of the language's position in the list.
    d. Click *Add.*

Working with Translated Form Labels

All fields that need to be completed on a form will have labels to show users where to respond. These labels can be translated into any of the languages in the system. ImageTrend does not provide translation services.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Manage Translated Signature Text.*

Fields appear for all labels that can be translated for each language.



3. In the provided fields for the correct language, provide the correct translation for the label.
4. When finished, click *Save.*

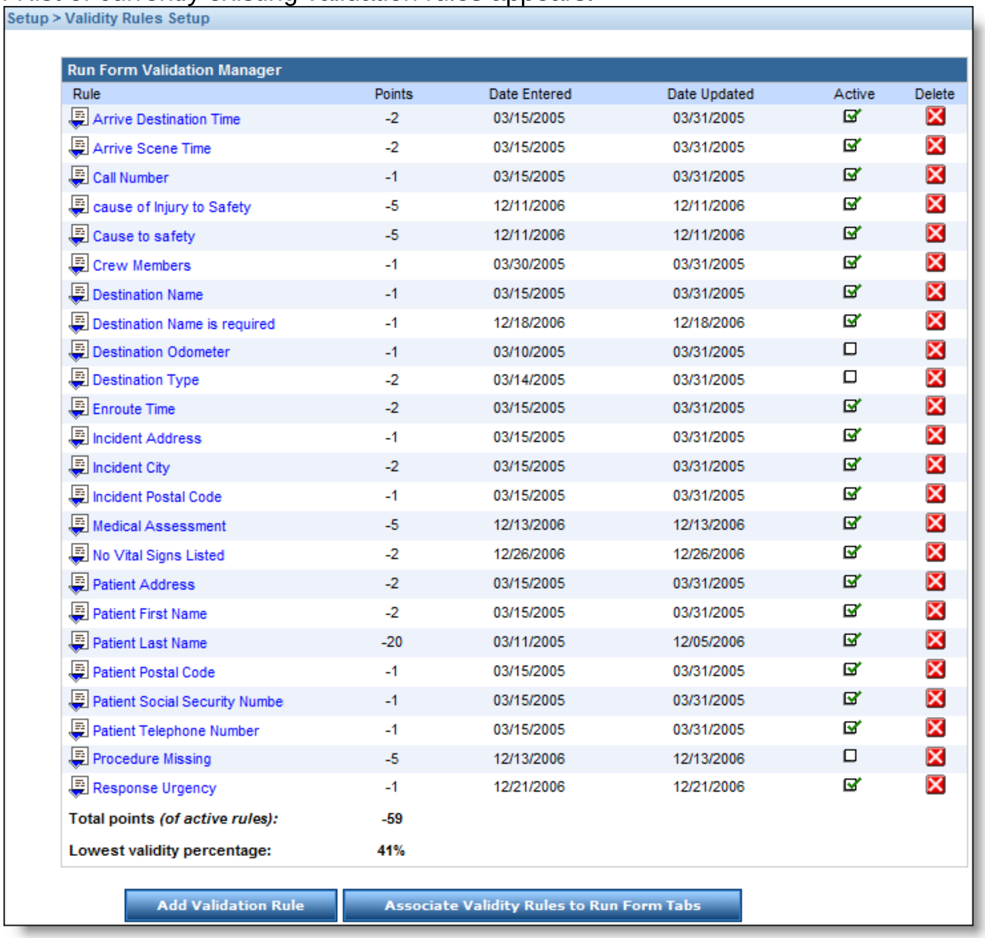
Working with Validation Options

Points and rules to set up validation of run forms can be assigned by the system administrator. These rules can be edited or new rules can be created. Each point taken off a report subtracts from a possible validity score of 100%. Depending on the rules and points assigned, the minimum validity score will vary, and should be kept in mind when viewing the validity of run reports.

Editing Existing Validation Rules

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Resource Setup* and *Run Form Validation.* A list of currently existing validation rules appears.



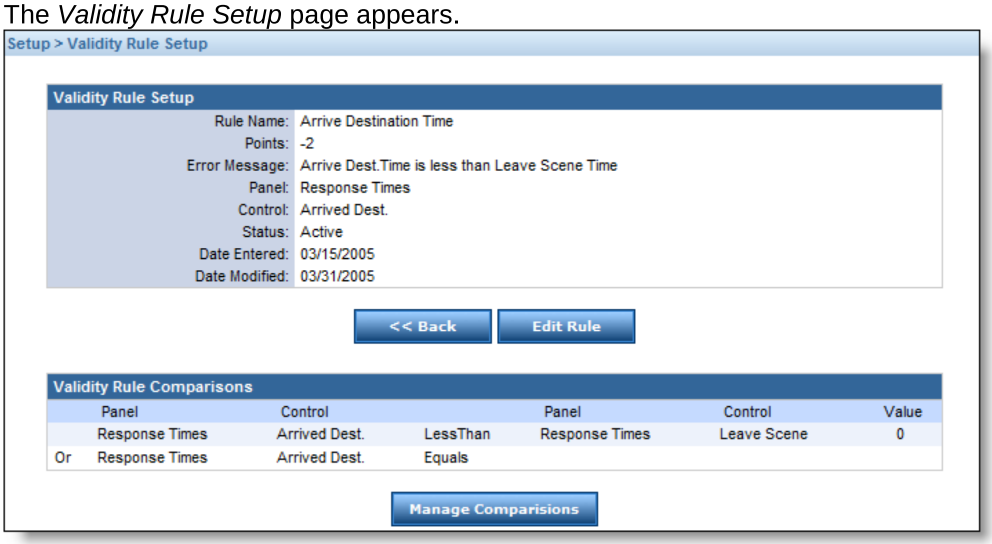
Setup > Validity Rules Setup

Run Form Validation Manager

Rule	Points	Date Entered	Date Updated	Active	Delete
Arrive Destination Time	-2	03/15/2005	03/31/2005	☑	☒
Arrive Scene Time	-2	03/15/2005	03/31/2005	☑	☒
Call Number	-1	03/15/2005	03/31/2005	☑	☒
cause of Injury to Safety	-5	12/11/2006	12/11/2006	☑	☒
Cause to safety	-5	12/11/2006	12/11/2006	☑	☒
Crew Members	-1	03/30/2005	03/31/2005	☑	☒
Destination Name	-1	03/15/2005	03/31/2005	☑	☒
Destination Name is required	-1	12/18/2006	12/18/2006	☑	☒
Destination Odometer	-1	03/10/2005	03/31/2005	☐	☒
Destination Type	-2	03/14/2005	03/31/2005	☐	☒
Enroute Time	-2	03/15/2005	03/31/2005	☑	☒
Incident Address	-1	03/15/2005	03/31/2005	☑	☒
Incident City	-2	03/15/2005	03/31/2005	☑	☒
Incident Postal Code	-1	03/15/2005	03/31/2005	☑	☒
Medical Assessment	-5	12/13/2006	12/13/2006	☑	☒
No Vital Signs Listed	-2	12/26/2006	12/26/2006	☑	☒
Patient Address	-2	03/15/2005	03/31/2005	☑	☒
Patient First Name	-2	03/15/2005	03/31/2005	☑	☒
Patient Last Name	-20	03/11/2005	12/05/2006	☑	☒
Patient Postal Code	-1	03/15/2005	03/31/2005	☑	☒
Patient Social Security Numbe	-1	03/15/2005	03/31/2005	☑	☒
Patient Telephone Number	-1	03/15/2005	03/31/2005	☑	☒
Procedure Missing	-5	12/13/2006	12/13/2006	☐	☒
Response Urgency	-1	12/21/2006	12/21/2006	☑	☒
Total points *(of active rules)*:	**-59**				
Lowest validity percentage:	**41%**				

Add Validation Rule | Associate Validity Rules to Run Form Tabs

3. Click the validation rule to be edited. The *Validity Rule Setup* page appears.



Setup > Validity Rule Setup

Validity Rule Setup

Rule Name:	Arrive Destination Time
Points:	-2
Error Message:	Arrive Dest.Time is less than Leave Scene Time
Panel:	Response Times
Control:	Arrived Dest.
Status:	Active
Date Entered:	03/15/2005
Date Modified:	03/31/2005

<< Back | Edit Rule

Validity Rule Comparisons

	Panel	Control		Panel	Control	Value
	Response Times	Arrived Dest.	LessThan	Response Times	Leave Scene	0
Or	Response Times	Arrived Dest.	Equals			

Manage Comparisions

4. To change the name, number of points, message, status, position or the field to which the rule is applied,
   a. Click *Edit Rule.*
   b. Using the provided fields, enter the new desired information.

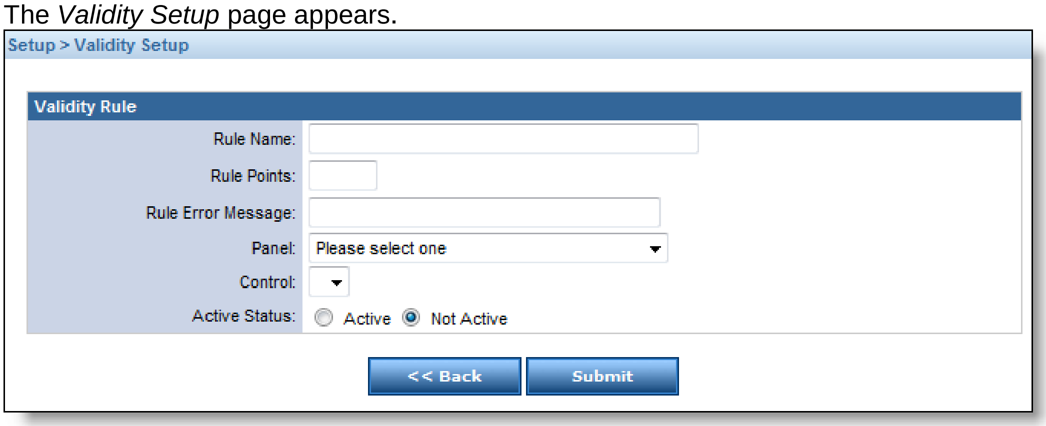
   c. Click *Submit.*

5. To change the values against which the run form will be compared to determine whether the response is valid by adding a new comparison criteria,
   a. From the *Validity Rule Setup* page, click *Manage Comparisons.*
   b. From the *Previous Comparison Operator* drop down menu, select whether the rule should be applied when this criteria is met in addition to the other criteria (i.e., and) or when only one of the criteria is met (i.e., or).
   c. In the *Panel* and *Control* drop down menus, select the section and sub-section of the run form that this rule should be applied to.
   d. In the *Comparison Operator* drop down menu, select how the value in the run form should relate to the selected criteria.
   e. In the remaining fields, select the values to which the run form values should be compared.
   NOTE: These fields will differ depending on the comparison being created.
   f. When finished, click *Add Comparison.*

Adding New Validation Rules

Service administrators with the correct permissions can add new validation rules for their run forms.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Run Form Validation.*
3. Click *Add Validation Rule.*
   The *Validity Setup* page appears.



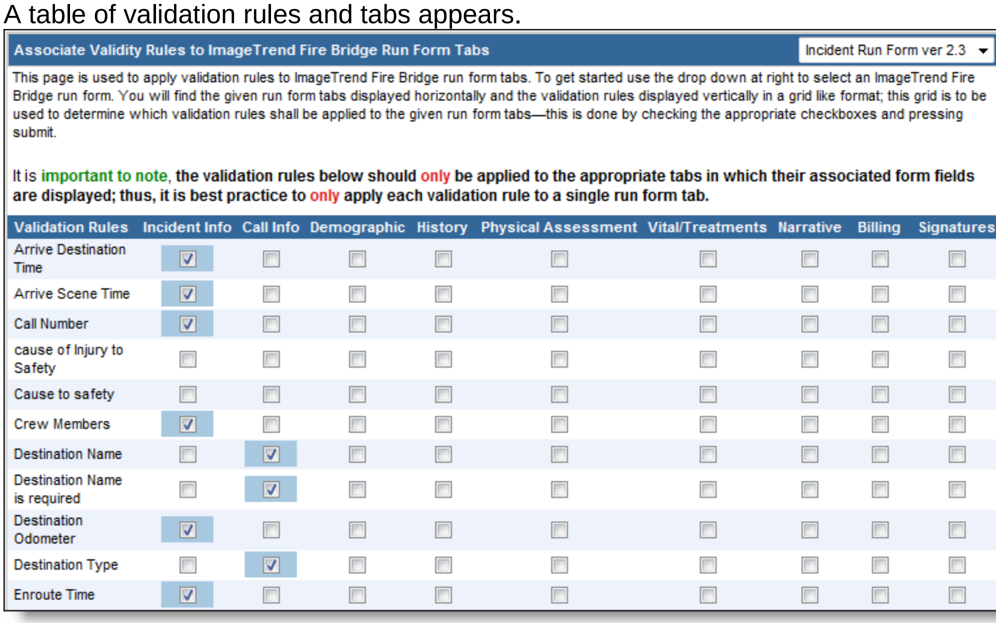
4. In the *Rule Name* text box, type a title for the rule.
5. In the *Rule Points* text box, type the number of points that can be taken away if the criteria for this rule are not met.
   NOTE: This number must be negative.
6. In the *Rule Error Message* text box, type any information that should appear at the top of the run form tab to explain why validity points were lost when the rule is not met.
7. From the *Panel* drop down menu, select the main section of the run form that this rule should be applied to.
8. From the *Control* drop down menu, select the sub-section of the run form that this rule should be applied to.
9. In the *Active Status* section, select whether this rule should be active or inactive in the system.
10. Click *Submit.*
    The *Validity Rule Comparisons* section appears.
11. In the *Panel* and *Control* drop down menus, select the section and subsection that this rule applied to.

12. In the *Comparison Operator* drop down menu, select how the value in the run form should relate to the selected criteria.
13. In the remaining fields, select the values or fields that the run form value should be compared to.
    NOTE: These fields will change depending on the comparison being made.
14. When finished, click *Add Comparison.*
15. Repeat steps 11–14 until all comparison criteria have been added.

Applying Validation Rules to Run Forms

In order for validation rules to be effective, they must be associated with the run form tab containing the field that collects the information being evaluated. Each rule should only be associated with a single run form tab in each run form.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Run Form Validation.*
3. Click *Associate Validity Rules to Run Form Tabs.*
4. In the *Select a run form* drop down menu in the upper right corner of the page, select the run form to which to apply this rule.
   A table of validation rules and tabs appears.



Associate Validity Rules to ImageTrend Fire Bridge Run Form Tabs — Incident Run Form ver 2.3

This page is used to apply validation rules to ImageTrend Fire Bridge run form tabs. To get started use the drop down at right to select an ImageTrend Fire Bridge run form. You will find the given run form tabs displayed horizontally and the validation rules displayed vertically in a grid like format; this grid is to be used to determine which validation rules shall be applied to the given run form tabs—this is done by checking the appropriate checkboxes and pressing submit.

It is important to note, **the validation rules below should only be applied to the appropriate tabs in which their associated form fields are displayed; thus, it is best practice to only apply each validation rule to a single run form tab.**

Validation Rules	Incident Info	Call Info	Demographic	History	Physical Assessment	Vital/Treatments	Narrative	Billing	Signatures
Arrive Destination Time	☑	☐	☐	☐	☐	☐	☐	☐	☐
Arrive Scene Time	☑	☐	☐	☐	☐	☐	☐	☐	☐
Call Number	☑	☐	☐	☐	☐	☐	☐	☐	☐
cause of Injury to Safety	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cause to safety	☐	☐	☐	☐	☐	☐	☐	☐	☐
Crew Members	☑	☐	☐	☐	☐	☐	☐	☐	☐
Destination Name	☐	☑	☐	☐	☐	☐	☐	☐	☐
Destination Name is required	☐	☑	☐	☐	☐	☐	☐	☐	☐
Destination Odometer	☑	☐	☐	☐	☐	☐	☐	☐	☐
Destination Type	☐	☑	☐	☐	☐	☐	☐	☐	☐
Enroute Time	☑	☐	☐	☐	☐	☐	☐	☐	☐

5. From the list of validation rules, select the checkboxes for all rules that should be applied to the tab.
6. Click *Submit.*

Mapping Data Exchange Destinations

Service administrators with the correct permissions can view the data ports that have been set up for importing and exporting data in the system. Setting up new data ports requires extensive knowledge of the databases being used in the State Bridge and in the other system being used for the import or export. To set up a new data port, please contact ImageTrend.

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Resource Setup* and *Map Destinations.*
   A list of currently mapped destinations appears.

Map Destination	Dataport	Service	Export
edit ImageTrend EMS NEMSIS import meds	NHTSA Import Meds	ImageTrend EMS	
edit ImageTrend Nemsis Mapping Import	NHTSA Import Meds	ImageTrend Rescue	
edit NEMSIS Export	CodeRed	All	
edit NEMSIS/NISE 2.2 Import	NHTSA/NISE 2.2.1 XML Data Exchange	All	
edit SweetSoft Amazon Export Imagetrend EMS	SweetSoft Amazon Export	ImageTrend EMS	
edit SweetSoft Amazon Export ImageTrend Rescue	SweetSoft Amazon Export	ImageTrend Rescue	

Records 1-6 of 6

Goto Page: 1

Add New

Data Export Setup

Service administrators with the correct permissions can view a list of all data exports that are currently set up. To set up a new type of data export, please contact ImageTrend.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Resource Setup* and *Data Export Setup.*
   A list of data exports appears.

DLL Related

Name	Service	Data Port
SweetSoft Amazon ImageTrend EMS	ImageTrend EMS	SweetSoft Amazon Export
SweetSoft Amazon ImageTrend Rescue	ImageTrend Rescue	SweetSoft Amazon Export

Web Service Related

Name	Service	Posting URL
MNSTAR Client	ImageTrend EMS	http://client.imagetrend.com/mnstar/emswebservice3/emswebservice3.asmx

Add DLL Data Port Add Web Service Data Port

11.6 Activity Setup

Administrators can set up templates for activity and training records, categories to organize the templates and training requirements for each type of staff member. This chapter explains how to set up categories for activities and training templates, create or edit templates and set the required hours of training for staff members.

Working with Categories

Categories allow administrators to sort templates based on the type of training for better organization. Administrators can create several levels of categories (e.g., a category for CPR could be created under a main category of EMS coursework).

Viewing and Editing Categories

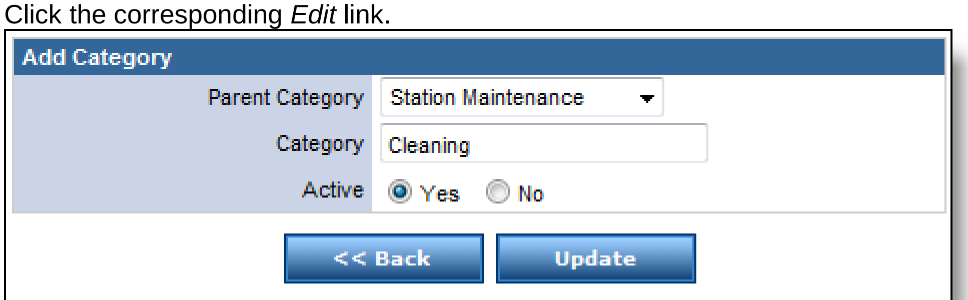
When editing a category that has subcategories, the sub-categories must be removed before editing is possible. Categories for both activities and training will be displayed. Subcategories will appear below and slightly indented from their parent category. The *Manage Categories* page will display a list of categories and sub-categories, information about whether each category relates to activities or training and whether the category is active in the system or not.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Activity Setup* and *Manage Categories.*
   The *Manage Categories* page appears.

Categories	Type	Active	Action
EMS Course Work	Training	☑	Edit
First Responder Ambulance	Training	☑	Edit
EMT Basic	Training	☑	Edit
EMT Defibrillation	Training	☑	Edit
EMT Intermediate	Training	☑	Edit
EMT Paramedic	Training	☑	Edit
CPR	Training	☑	Edit
Continued Education	Training	☑	Edit
paramedic	Training	☑	Edit
Tests	Training	☑	Edit
National Registry	Training	☑	Edit
Paramedic Refresher	Training	☑	Edit
Medical	Training	☑	Edit
Fire Certifications	Training	☑	Edit
Fire Fighter 1	Training	☑	Edit
Admin	Training	☑	Edit
HazMat	Training	☑	Edit
Rescue	Training	☑	Edit
	Training	☑	Edit
	Training	☐	Edit
Test	Training	☑	Edit
Paramedic	Training	☑	Edit

Add Category

3. To edit a sub-category,
   a. Click the corresponding *Edit* link.



   b. Using the provided fields, make the desired changes.
   NOTE:
   Changing the parent category will move this sub-category to another main category.
   Changing the text in the *Category* field will change the name of the category.
   Changing the *Active* status will change whether the category can be used in the system or not.

c. When finished, to keep the changes, click *Update.*
To return to the list of categories without editing, click *Back.*

4. To edit a parent category,
   a. Edit all sub-categories and move them to another parent category.
   b. For the category, click *Edit.*
   c. If this category will remain a parent category, from the *Parent Category* drop down menu, select *NONE.*
      If this category will become a sub-category, from the *Parent Category* drop down menu, select the desired parent category.
   d. In the *Category* text field, make any changes to the category name.
   e. From the *Type* drop down menu, select *Training.*
   f. In the *Active* section, select whether this category should be available for use in the system or unavailable but stored if necessary.
   g. When finished, to keep the changes, click *Update.*
      To return to the list of categories without editing, click *Back.*

Adding Categories

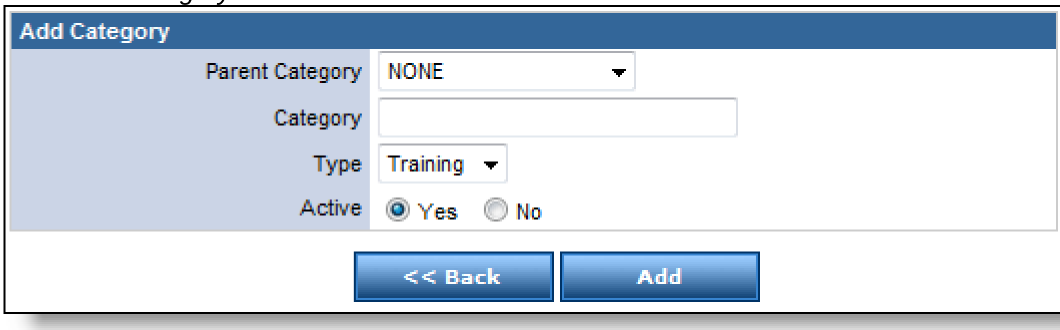
Administrators can create new parent categories and sub-categories.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Activity Setup* and *Manage Categories.*
   The *Manage Categories* page appears.

Categories	Type	Active	Action
EMS Course Work	Training	☑	Edit
First Responder Ambulance	Training	☑	Edit
EMT Basic	Training	☑	Edit
EMT Defibrillation	Training	☑	Edit
EMT Intermediate	Training	☑	Edit
EMT Paramedic	Training	☑	Edit
CPR	Training	☑	Edit
Continued Education	Training	☑	Edit
paramedic	Training	☑	Edit
Tests	Training	☑	Edit
National Registry	Training	☑	Edit
Paramedic Refresher	Training	☑	Edit
Medical	Training	☑	Edit
Fire Certifications	Training	☑	Edit
Fire Fighter 1	Training	☑	Edit
Admin	Training	☑	Edit
HazMat	Training	☑	Edit
Rescue	Training	☑	Edit
	Training	☑	Edit
	Training	☐	Edit
Test	Training	☑	Edit
Paramedic	Training	☑	Edit

Add Category

3. Click *Add Category.*



4. From the *Parent Category* drop down menu, select the desired option.
   HINT: If the new category will be a parent category, select *NONE.*
   If the new category will be a sub-category, select the category under which it should stored.
5. In the *Category* text box, type the name of the category.
6. From the *Type* drop down menu, select *Training*.
7. In the *Active* section, select whether this category should be available for use (*Yes*)or stored for future use or reference (*No*).
8. When finished, to save the category, click *Add.*
   To return to the list of categories without saving, click *Back.*

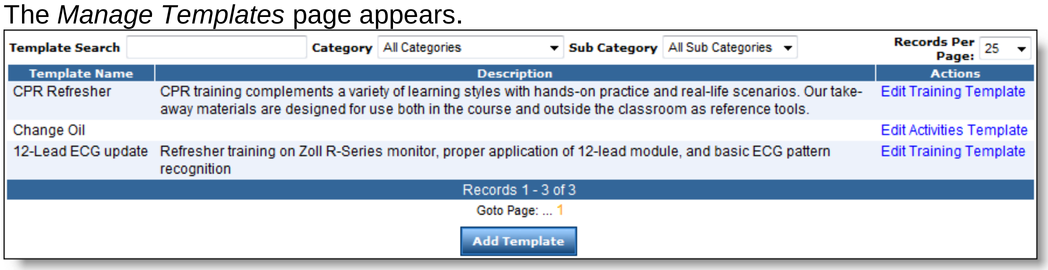
Working with Templates

Each training record that is added to the system must be based off a template, which will contain most of the information for that record. This information will be copied to the individual record, although based on the permissions the administrator sets some information may be editable in each record created from the template. Administrators can edit existing templates or create new ones.

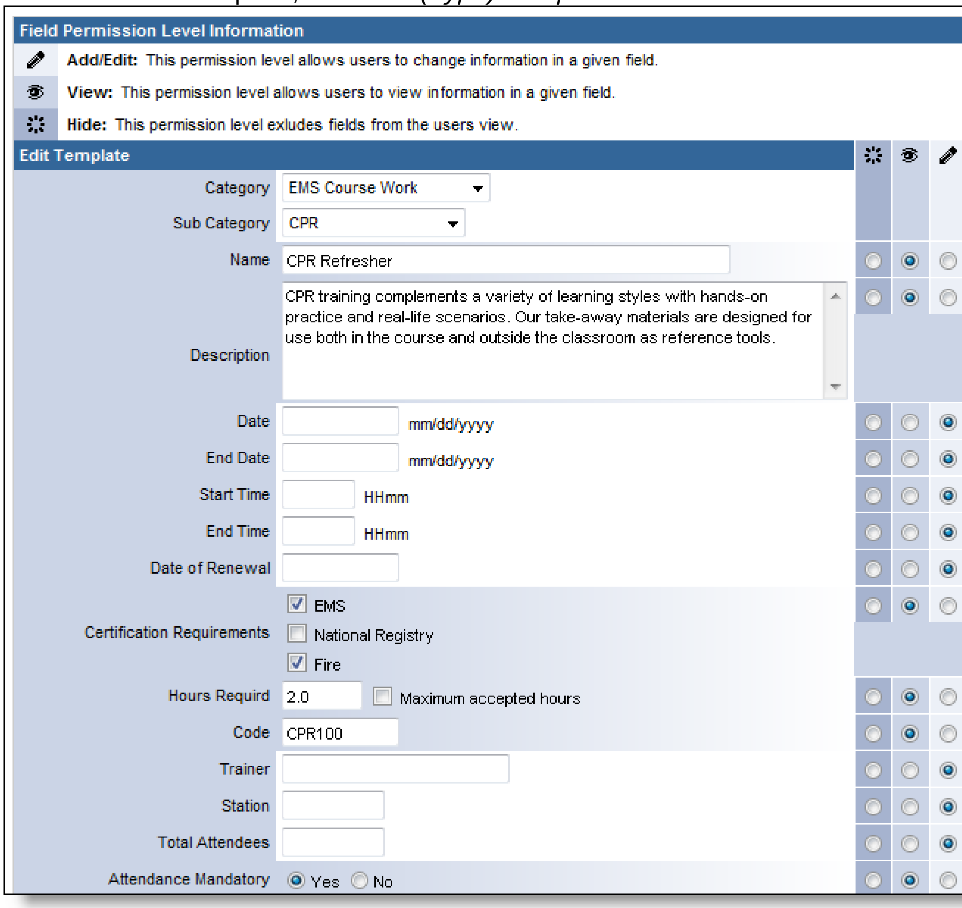
Viewing and Editing Templates

Administrators can view detailed information about a template and make any changes. Changes can be made to bother information about the template itself (e.g., the name and category, time and date or certifications fulfilled) and the permissions access to the template (i.e., what information can be changed when creating an individual record from the template and who can edit the template).

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Activity Setup* and *Manage Templates.*
   The *Manage Templates* page appears.



3. For the desired template, click *Edit (Type) Template.*



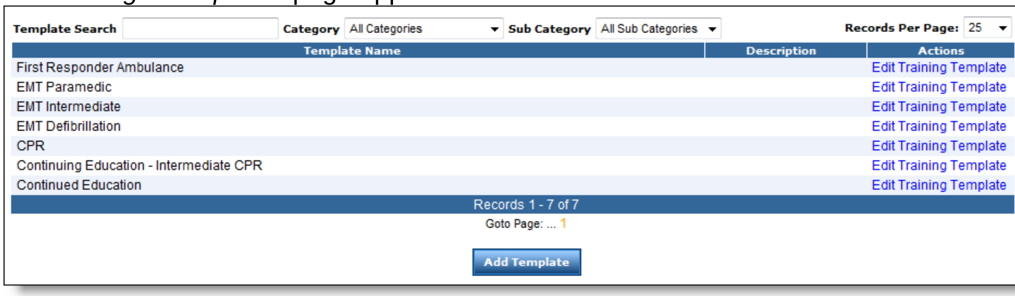
4. To designate access to each aspect of the template when records are created from it, select the correct level of permission for each aspect.
   NOTE: This will select whether this information will be available to view or edit when individual records are created.
5. To change information within the template, use the provided fields to make any changes.
6. To select which user groups will be able to make changes to the template or records created from the template, in the *Group Permissions* section, select the desired permissions for each group.
   NOTE: When permissions differ between group permissions and permissions for individual elements of the template, the lower level of permission will be applied.
7. When finished, to keep the changes, click *OK.*
   To return to the list of templates, click *Back.*

Adding New Templates

Administrators can set up new templates for training or activity records.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Activity Setup* and *Manage Templates.*

3. The *Manage Templates* page appears.



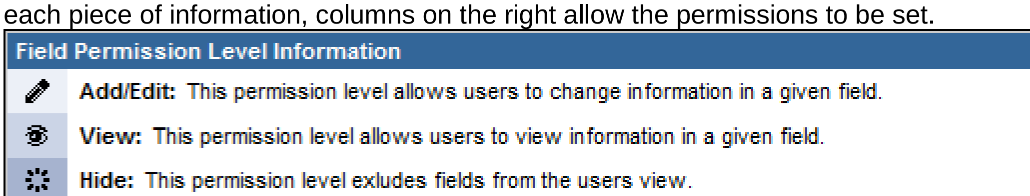
4. Click *Add Template.*
5. To designate access to each aspect of the template when records are created from it, select the correct level of permission for each aspect.
   NOTE: This will select whether this information will be available to view or edit when individual records are created.
6. Using the provided fields, enter information for the template.
7. To select which user groups will be able to make changes to the template or records created from the template, in the *Group Permissions* section, select the desired permissions for each group.
   NOTE: When permissions differ between group permissions and permissions for individual elements of the template, the lower level of permission will be applied.
8. When finished, to keep the template, click *OK.*
   To return to the list of templates without saving, click *Back.*

Template Options

The information in a template is copied to any records created from that template. Each piece of information can be set to be hidden, fixed or changeable in records created from the template, and administrators can define which permission groups will be able to make changes on records created from the template. These options can be made when the template is open for editing, either when an existing template has been opened or when a new template is created. Not all fields need to be completed.

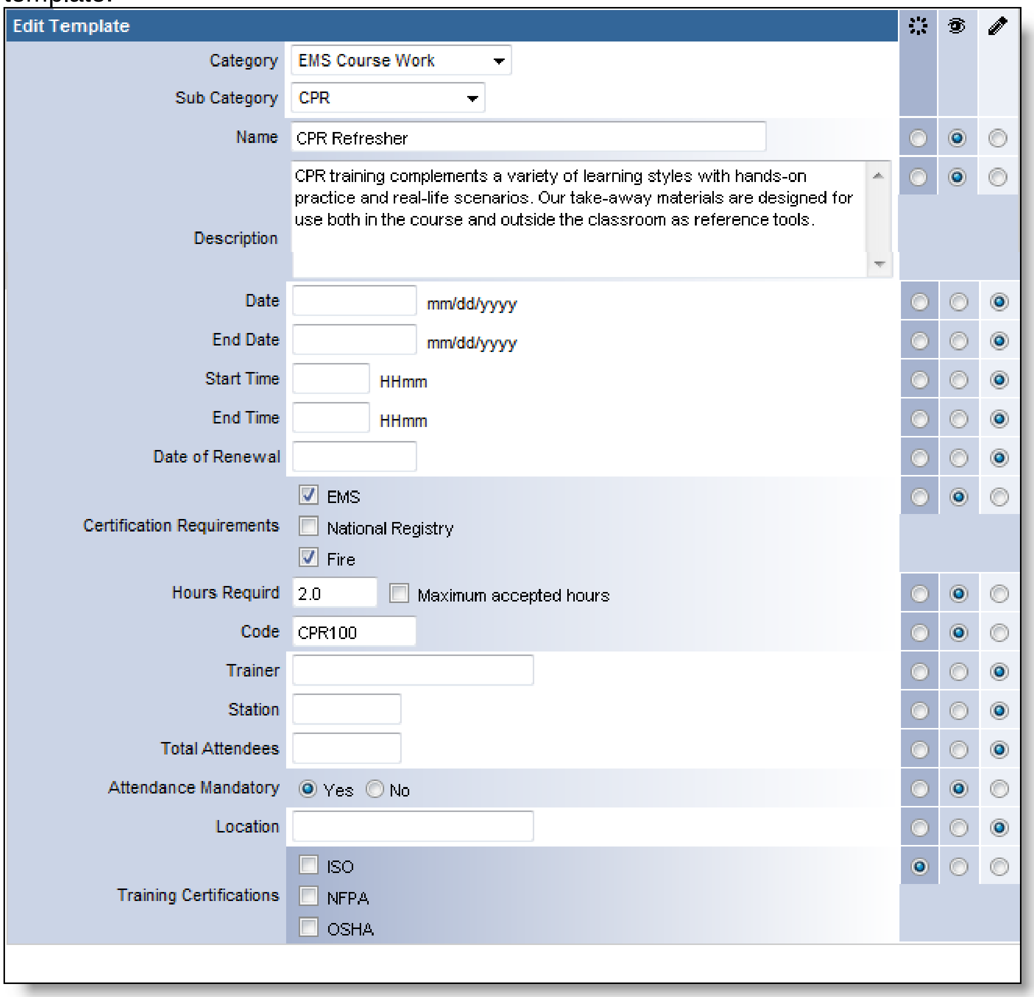
Field Permission Level Information

Administrators can indicate whether users will be able to view or edit each piece of information in the template when records are created from the template. For each piece of information, columns on the right allow the permissions to be set.



Add/Edit Template

Each field contains information that will be used in creating records from this template.



Category

Assigns the template to a category for organization. This also defines whether the template is for an activity or training event.

Sub Category

If desired, assigns the template to a sub-category for organization.

Name

Creates a name for the template.

Description

Creates a description to contain more detailed information about the template.

Date

Assigns the day that the training or activity will begin.

End Date

Assigns the day that the training or activity will be completed.

Start Time
Assigns the time of day at which the training or activity will begin.

End Time
Assigns the time of day at which the training or activity will be completed.

Date of Renewal
If the training or activity needs to be completed repeatedly after a particular interval, defines the date by which it must be completed again.

Certification Requirements
If this training or activity will earn credit towards a particular certification, selects the certification towards which it counts. The number of hours required for the certification is created in the *Requirements* section.

Hours Required
If a particular number of training and/or activities hours is needed using this record, enter the number of hours.

Maximum accepted hours
If only the number of hours specified in the *Hours Required* text box is allowed, select the *Maximum accepted hours* checkbox.

Code
Records a code for records using the template/

Trainer
If a particular person will be conducting or supervising the activity of training, adds their name to the records.

Station
If the template is particular to a station, defines the station to which it applies.

Total Attendees
If the exact number of attendees is known, defines the number.

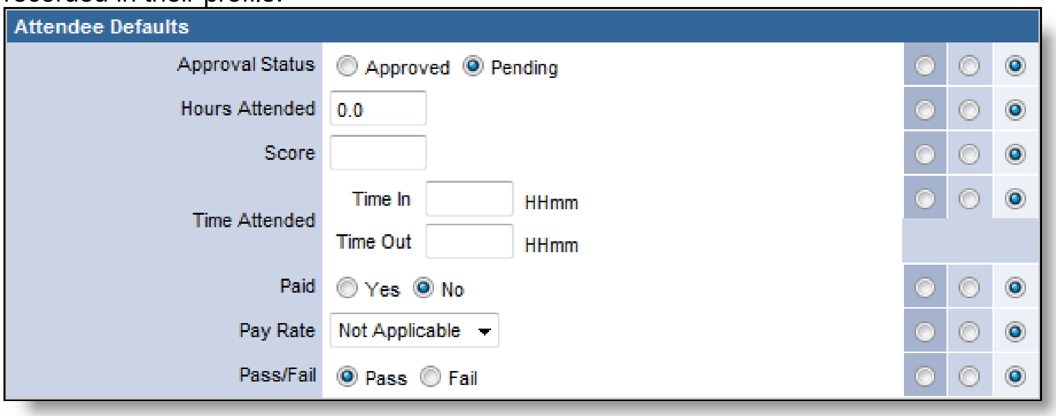
Attendance Mandatory
Specifies whether staff members are required to attend activities or training created from this template.

Location
Specifies where the activity or training will take place.

Training Certifications
Organizes the hours by marking them as pertaining to specific certifications.

Attendee Defaults

When staff members are marked as attending a training or activity, it can be recorded in their profile.



Approval Status

Sets records to be automatically approved and added to the staff members' profiles or marked as pending until an administrator approves them.

Hours Attended

Determines how many hours of training or an activity will be recorded in the staff members' profiles.

Score

For graded training or activities, sets a grade or score to appear on the staff members' profiles.

Time Attended

Sets specific times to be recorded in the staff members' profiles for attendance of the training or activity.

Paid

Records whether staff members were paid for this event.

Pay Rate

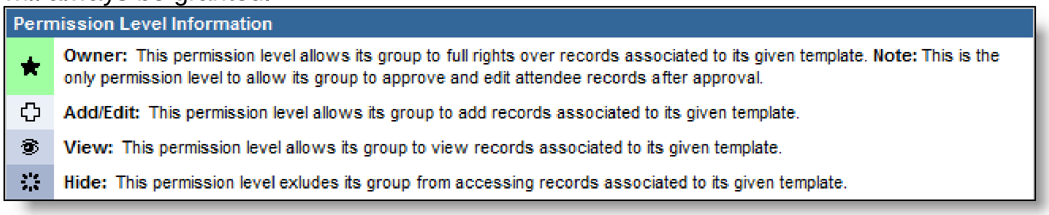
If staff members are paid for the training or activity, records the rate at which they will be paid.

Pass/Fail

Determines whether the record on staff members' profiles will automatically be marked as passing or failing.

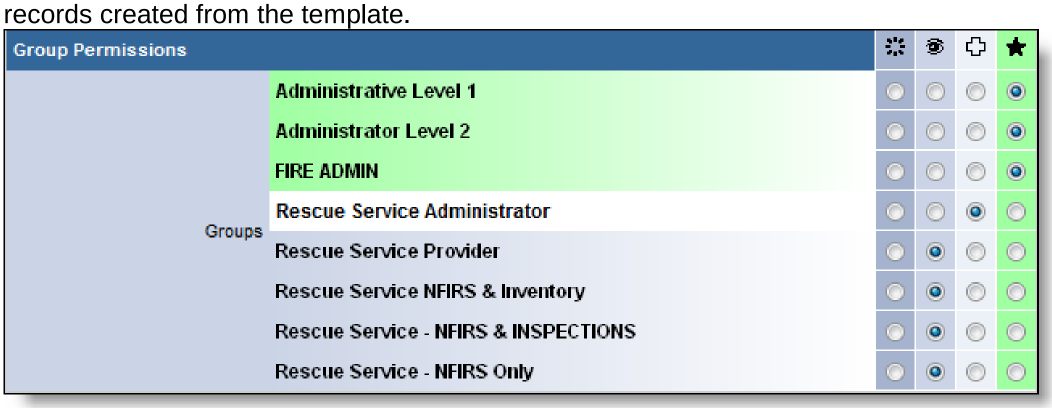
Permission Level Information

Different user groups can be given different access to the template and records created from the template. When combined with the permission levels assigned to each aspect of the template profile, if permissions differ, the lower permission will always be granted.



Group Permissions

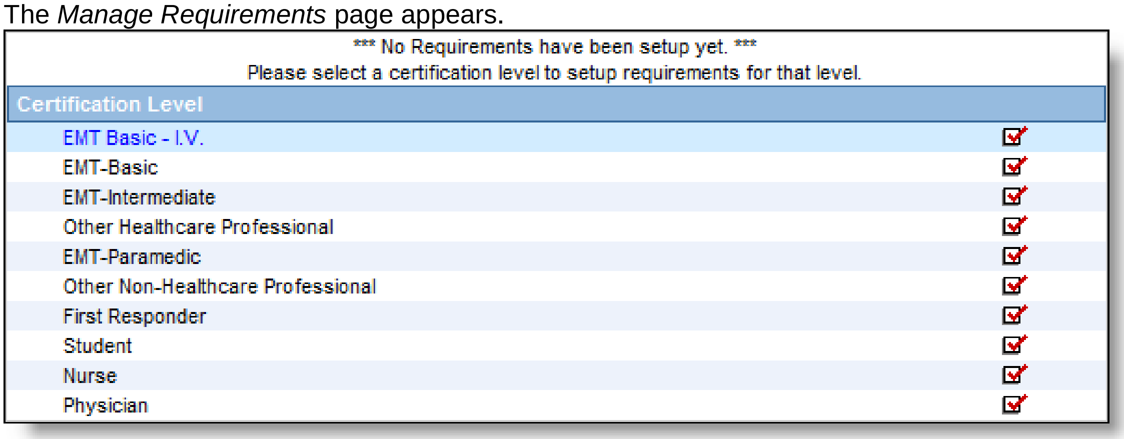
Sets the level of access that each user group will have to the template and records created from the template.



Working with Certification Requirements

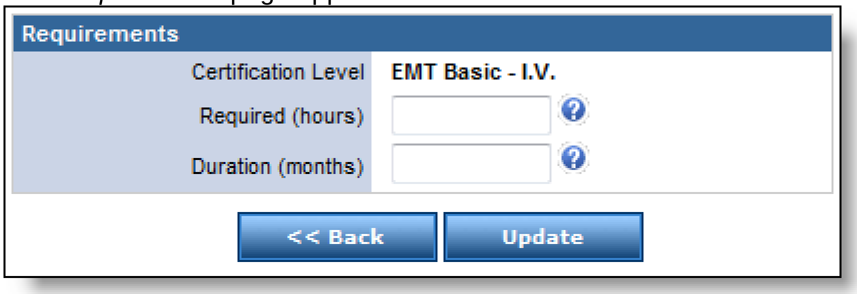
If staff members are required to complete a certain number of hours of training in order to maintain a particular certification, administrators can store that information in the system so that training hours saved in their profiles apply towards those certifications. System administrators can set the number of hours required and the number of months for which the certification will be valid.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Activity Setup* and *Requirements*.
   The *Manage Requirements* page appears.



3. To view or edit the requirements for a certification type, click the desired certification level.

The *Requirements* page appears.



4. In the *Required (hours)* text box, type the number of training hours that is required for this certification.
5. In the *Duration (months)* text box, type the number of months for which this certification will be valid after all training hours are completed.
6. When finished, to save the changed, click *Update.*
   To return to the list of certification levels without saving, click *Back.*

11.7 Data Import/Export Summary

If the service has data imports or exports set up, service administrators with the correct permissions can view reports summarizing the data exchange activity within the system. If the service administrator is familiar with the system, he or she can also set up new exports or imports.

Viewing Current Imports and Exports

Service administrators with the correct permissions can view information about all scheduled imports or exports, either single or recurring. In addition, they can view a variety of reports summarizing the performance of imports and exports in the system.

Viewing Current Exports

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Data Import/Export Summary* and *View All Export Tasks.*

A list of exports appears.

Data Import/Export > Data Export Summary

Total Exports: 4

User	Export Type	Export Name	Format	Frequency	Scheduled Begin	Scheduled End	# of Exports
Administrator, ImageTrend		XML_Test	NISE XML	Once	01/31/07	01/31/07	0
		• With patient specific information • Incident Date: 01/01/99 - 01/30/07 • AND Modified Since: 01/01/99 • Contains runs from the following : State: - Minnesota					
Administrator, ImageTrend		XML_Test	NISE XML	Once	01/31/07	01/31/07	0
		• With patient specific information • Incident Date: 01/01/99 - 01/30/07 • AND Modified Since: 01/01/99 • Contains runs from the following : State: - Minnesota					
Administrator, ImageTrend		testXML	NISE XML	Once	02/02/07	02/02/07	1
		• With patient specific information • Incident Date: 01/01/07 - 01/30/07 • Contains runs from the following : State: - Minnesota					
Administrator, ImageTrend		XMLTest	NISE XML	Once	02/02/07	02/02/07	1
		• With patient specific information • Incident Date: 01/01/07 - 01/30/07 • Contains runs from the following : State: - Minnesota					

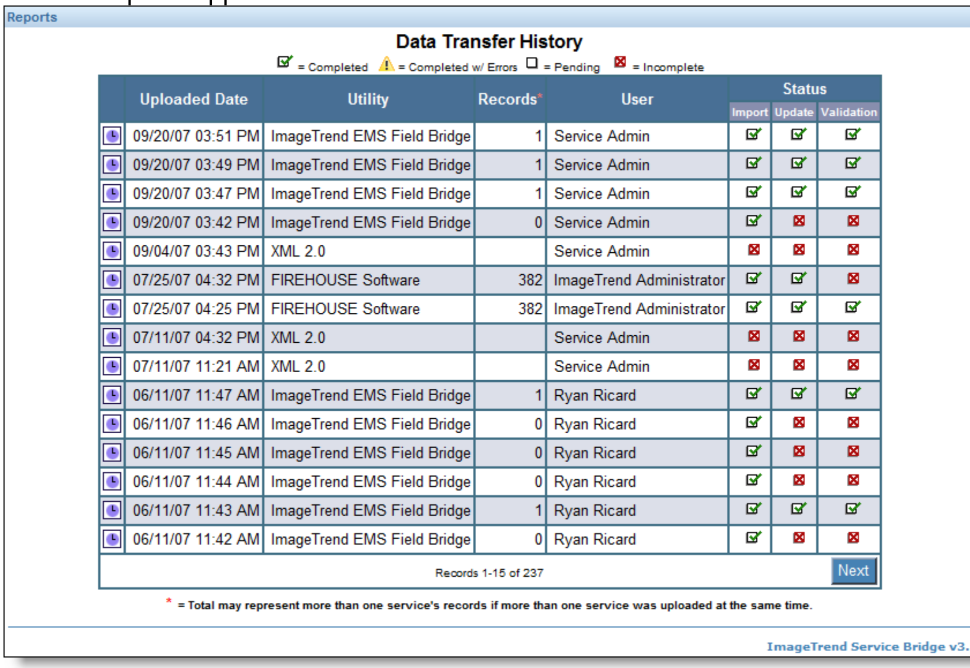
Add Single Export   Back

Single Export   Recurring Export

Viewing Current Imports

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Data Import/Export Summary* and *View Import Tasks.*
3. From the *Service Name* drop down menu, select the service for which to view the import tasks.
4. **OPTIONAL:** To retrieve one particular record, in the *Upload ID* text box, type the ID number assigned to the import when it was first created.

A list of imports appears.



Reports

Data Transfer History

☑ = Completed ⚠ = Completed w/ Errors ☐ = Pending ☒ = Incomplete

	Uploaded Date	Utility	Records*	User	Status: Import	Status: Update	Status: Validation
	09/20/07 03:51 PM	ImageTrend EMS Field Bridge	1	Service Admin	☑	☑	☑
	09/20/07 03:49 PM	ImageTrend EMS Field Bridge	1	Service Admin	☑	☑	☑
	09/20/07 03:47 PM	ImageTrend EMS Field Bridge	1	Service Admin	☑	☑	☑
	09/20/07 03:42 PM	ImageTrend EMS Field Bridge	0	Service Admin	☑	☒	☒
	09/04/07 03:43 PM	XML 2.0		Service Admin	☒	☒	☒
	07/25/07 04:32 PM	FIREHOUSE Software	382	ImageTrend Administrator	☑	☑	☒
	07/25/07 04:25 PM	FIREHOUSE Software	382	ImageTrend Administrator	☑	☑	☑
	07/11/07 04:32 PM	XML 2.0		Service Admin	☒	☒	☒
	07/11/07 11:21 AM	XML 2.0		Service Admin	☒	☒	☒
	06/11/07 11:47 AM	ImageTrend EMS Field Bridge	1	Ryan Ricard	☑	☑	☑
	06/11/07 11:46 AM	ImageTrend EMS Field Bridge	0	Ryan Ricard	☑	☒	☒
	06/11/07 11:45 AM	ImageTrend EMS Field Bridge	0	Ryan Ricard	☑	☒	☒
	06/11/07 11:44 AM	ImageTrend EMS Field Bridge	0	Ryan Ricard	☑	☒	☒
	06/11/07 11:43 AM	ImageTrend EMS Field Bridge	1	Ryan Ricard	☑	☑	☑
	06/11/07 11:42 AM	ImageTrend EMS Field Bridge	0	Ryan Ricard	☑	☒	☒

Records 1-15 of 237 Next

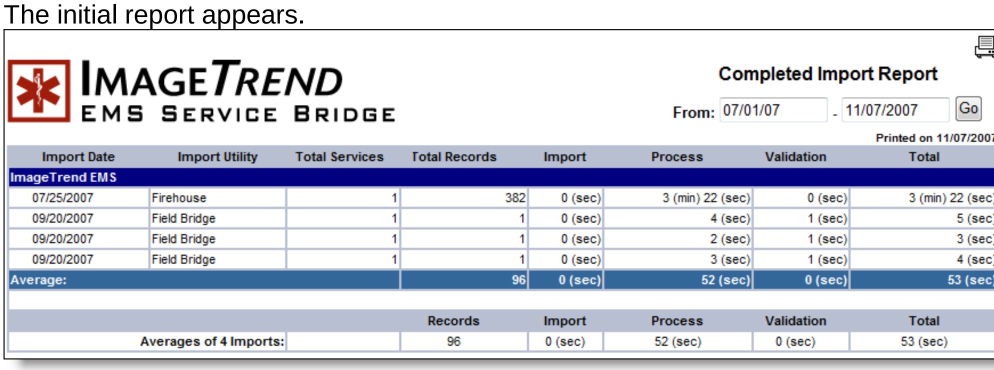
* = Total may represent more than one service's records if more than one service was uploaded at the same time.

ImageTrend Service Bridge v3.5

Viewing All Completed Imports

State Bridge provides a report listing all imports that have been completed.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Data Import/Export Summary* and *Completed Import Report.*
   The initial report appears.



IMAGETREND EMS SERVICE BRIDGE

Completed Import Report

From: 07/01/07 - 11/07/2007 Go

Printed on 11/07/2007

Import Date	Import Utility	Total Services	Total Records	Import	Process	Validation	Total
ImageTrend EMS							
07/25/2007	Firehouse	1	382	0 (sec)	3 (min) 22 (sec)	0 (sec)	3 (min) 22 (sec)
09/20/2007	Field Bridge	1	1	0 (sec)	4 (sec)	1 (sec)	5 (sec)
09/20/2007	Field Bridge	1	1	0 (sec)	2 (sec)	1 (sec)	3 (sec)
09/20/2007	Field Bridge	1	1	0 (sec)	3 (sec)	1 (sec)	4 (sec)
Average:			96	0 (sec)	52 (sec)	0 (sec)	53 (sec)

	Records	Import	Process	Validation	Total
Averages of 4 Imports:	96	0 (sec)	52 (sec)	0 (sec)	53 (sec)

3. To adjust the dates displayed, in the *From* text boxes, select the correct dates and click *Go.*
4. To print the report,
   a. Click the *Print Report* icon .
   b. In the *Print* dialog box, select any custom printing options and click *Print.*

Viewing Imports in Progress

State Bridge will provide a report listing all imports that have been scheduled to begin but have not yet finished importing information. If an import was set up but found no data to retrieve, it may appear in this list even though it is not currently working on the import process.

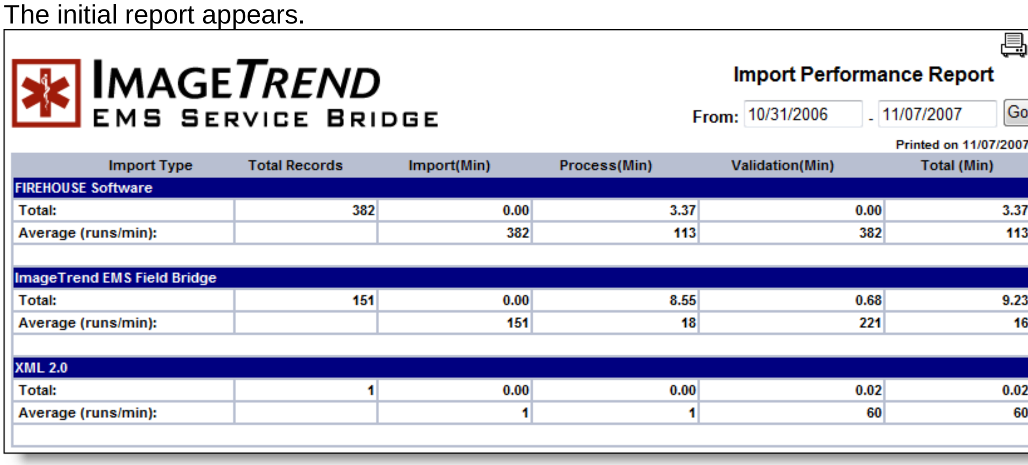
1. From the top toolbar, click *Administration.*

2. From the left menu, click *Data Import/Export Summary* and *In Progress Import Report.*
   The initial report appears.
3. To adjust the dates from which records are retrieved, in the *From* text boxes, type the appropriate dates and click *Go.*
4. To print the report,
   a. Click the *Print Report* icon .
   b. In the *Print* dialog box, select any custom printing options and click *Print.*

Viewing Import Performance

State Bridge provides a report summarizing the data imports done using State Bridge, including information about the total number of each type of import, the time taken to complete it and the validation score of the import.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Data Import/Export Summary* and *Import Performance Report.*
   The initial report appears.



IMAGETREND EMS SERVICE BRIDGE

Import Performance Report

From: 10/31/2006 - 11/07/2007 Go

Printed on 11/07/2007

Import Type	Total Records	Import(Min)	Process(Min)	Validation(Min)	Total (Min)
FIREHOUSE Software					
Total:	382	0.00	3.37	0.00	3.37
Average (runs/min):		382	113	382	113
ImageTrend EMS Field Bridge					
Total:	151	0.00	8.55	0.68	9.23
Average (runs/min):		151	18	221	16
XML 2.0					
Total:	1	0.00	0.00	0.02	0.02
Average (runs/min):		1	1	60	60

3. To adjust the dates from which records are retrieved, in the *From* text boxes, type the appropriate dates and click *Go.*
4. To print the report,
   a. Click the *Print Report* icon .
   b. In the *Print* dialog box, select any custom printing options and click *Print.*

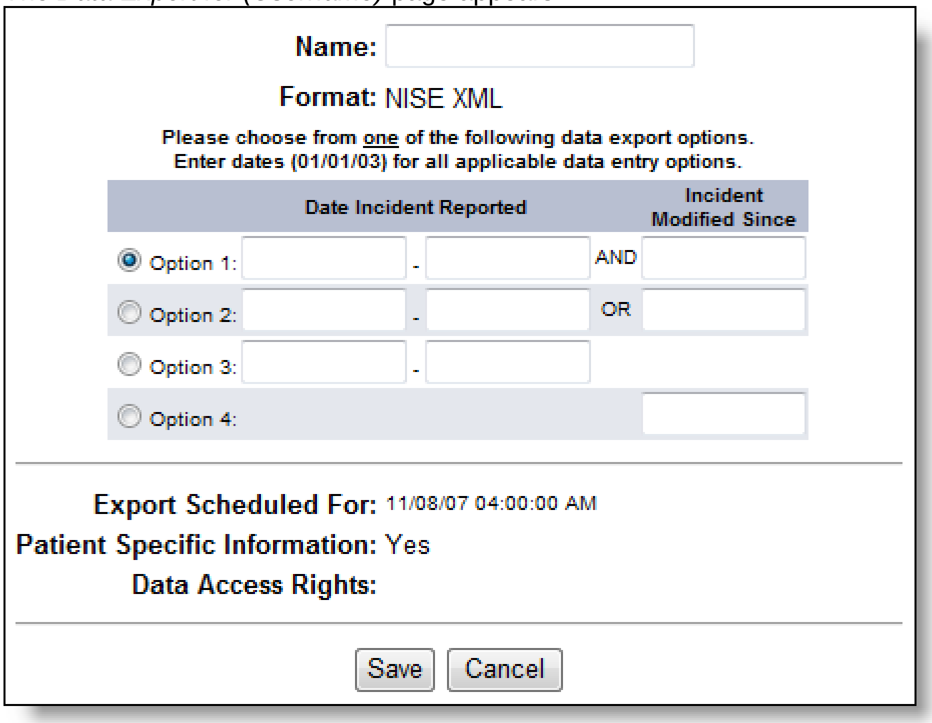
Scheduling New Exports

Service administrators with the correct permissions can schedule exports singly or to recur at a specific time interval.

Scheduling Individual Exports

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Data Import/Export Summary* and *View All Export Tasks.*

3. Click *Add Single Export.*
   The *Data Export for (Username)* page appears.



4. In the *Name* text box, type a title to identify this export.
5. In the *Option 1, Option 2, Option 3* or *Option 4* text boxes, type the dates for the records that should be exported.
   HINT:
   Use *Option 1* to export all records that were entered between specific dates and have been changed since a particular date.
   Use *Option 2* to export all records that were entered between specific dates or that have been modified since a particular date.
   Use *Option 3* to export all records that were entered between specific dates.
   Use *Option 4* to export all records that were changed since a specific date.
6. To schedule the export, click *Save.*

Scheduling Recurring Exports

Scheduling recurring exports is handled differently for different types of exports. For information about setting up recurring exports for your service, please contact ImageTrend.

11.8 System Reports

Service administrators with the correct permissions can access reports summarizing the performance of the State Bridge system and its users.

Available System Reports

User Performance Report

Displays the connection type, number of runs and average time to submit a run form for each service.

User Login Report
Displays a list of users who have logged in to the State Bridge, their user ID, service, the date of their last login and the number of times they have logged in to the system.

System Report
Displays a summary of the information imported into the system, the methods used to import the information, and the users and services adding information (including run form submissions).

Services Reporting Report
Displays a list of services and their basic contact information based on criteria set by the system administrator, including region, organization type, primary type of service, and status (i.e., reporting or not reporting runs) or service.

Application Exception Report
Displays a list of all errors within the system and their details (including who received the error and when).

Field Changes Report
Displays a list of all fields that have been changed.

Accessing System Reports

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Reports* and click the appropriate report name.
3. **OPTIONAL:** If the report requires additional selections, select the criteria and click *Continue.*

Printing System Reports

1. Open the report as detailed in *Accessing System Reports.*
2. Click the *Print Report* icon .
3. In the *Print* dialog box, select any custom options and click *Print.*

11.9 System Notifications

The State Bridge system provides service administrators with the correct permissions with a variety of ways to communicate with other system users.

Working with Emergency Alerts

Emergency alerts can appear in the inboxes of all staff members in selected services or in a banner across the top of the page. Service administrators with the correct permissions can view a list of past alerts or create a new alert.

Viewing and Editing Past Alerts

1. From the top toolbar, click *Administration.*

2. From the left menu, click *System Notifications* and *Emergency Alerts.*
   The *Emergency Alerts* page appears, displaying a list of all past alerts.

Create New Alert

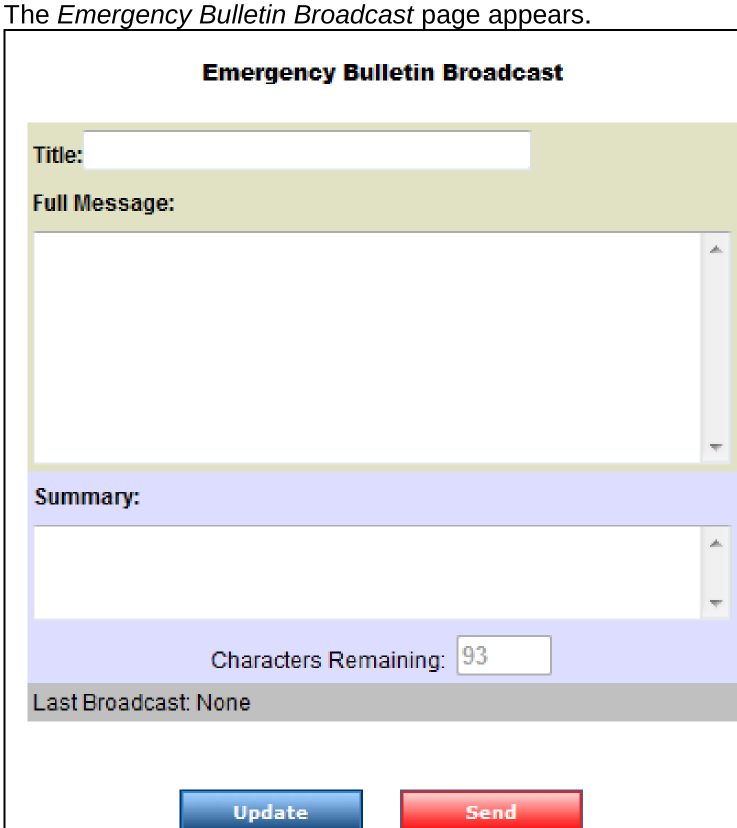
Title	Last Modified	Last Sent	Services Notified
Test alerts	05/09/05 12:22 PM	04/07/05 01:51 PM	3
Emergency Test Only	04/07/05 08:45 AM	04/07/05 08:44 AM	3
Explosion at Metrodome	02/09/05 03:12 PM	02/09/05 03:12 PM	1
Major Accident	07/22/04 02:42 PM	07/22/04 02:42 PM	1
18 Overdose Deaths In Four Days.	06/24/04 03:10 PM	06/24/04 02:26 PM	1

3. To view additional alert information or to edit the alert, click the alert title.
4. To edit the alert,
   a. Use the provided text boxes to make any desired changes.
   b. To change only the banner that appears when users log in, click *Update.* To change send a new alert to users' inboxes, click *Send.*

Creating New Alerts

Alerts allow service administrators with the correct permissions to create one message that will appear in the emergency alert banner at the top of the page and a more complete message that will appear in messages that are sent out and when users click the alert banner.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Notifications* and *Emergency Alerts.*
3. Click *Create New Alert.*
   The *Emergency Bulletin Broadcast* page appears.



4. In the *Title* text box, type a name for the alert.
5. In the *Full Message* text box, type all information that should appear in the message or in the full alert when it is opened from the banner.
6. In the *Summary* text box, type a short message to appear in the banner.
7. When finished, to send the message to users' inboxes, click *Send.*
   To create a banner, click *Update.*

Working with Correspondence

Service administrators with the correct permissions can send messages to staff members that will be emailed to any system users who have an email addresses listed in their profile. These messages must be based off templates, which can also be created by the system administrator, and can contain merge fields to automatically personalize messages to different staff members. Before any correspondence can be sent, service administrators must create correspondence templates.

Working with Templates

Templates provide a base document off of which service administrators with the correct permissions can build individual pieces of correspondence. Templates can provide a standard title, content or layout for correspondence, allowing administrators to efficiently send out common communications. The information from this template can be edited when an individual piece of correspondence is built from it.

Adding New Templates

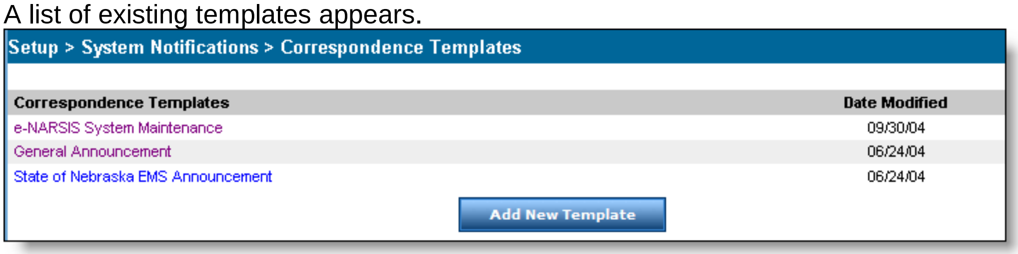
In addition to creating templates with content for messages that may be frequently sent out, service administrators with the correct permissions may want to create a template with no body text that can be used for unusual pieces of correspondence.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Notifications* and *Correspondence Templates.*
3. Click *Add New Template.*
4. In the *Name of Template* text box, type a title for the template.
5. In the body of the message, type and format any information to be included in the template.
6. To add the template to the system, click *Save.*
   The new template appears in the list of correspondence templates.

Viewing and Editing Templates

Service administrators with the correct permissions can work with existing correspondence templates.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Notifications* and *Correspondence Templates.*
   A list of existing templates appears.



3. To view or edit an existing template, click the template's name.
4. In the provided fields, make any desired changes.
5. When finished, click *Save.*

Working with Merge Fields

Merge fields allow the system to automatically customize correspondence for each recipient when mass correspondence is sent. These fields insert a placeholder into the correspondence, which is replaced with each recipients' specific information when the correspondence is sent. Service administrators with the correct permissions can view the merge fields that are currently set up and view the information to insert them into templates. Users must be extremely familiar with the database being used to store system information in order to create new merge fields. If unfamiliar with the database, please contact ImageTrend for assistance finding the correct values and terms to create a merge field.

To use a merge field in a template, type the text in the *Merge Name* field into the template at the desired position, including the brackets.

To view information about current merge fields:

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Notifications* and *Correspondence Merge Fields.*
   A list of current merge fields appears.

Merge Fields

[Add New]

Field Name	Merge Name	Result	Group
• Today	[[Today Date]]	CUSTOM TAG	Other
• PE_City	[[City]]	PE_City	Performers
• PE_FirstName	[[First Name]]	PE_FirstName	Performers
• PE_LastName	[[Last Name]]	PE_LastName	Performers
• PE_PostalCode	[[Zip]]	PE_PostalCode	Performers
• PE_StateOrProvince	[[State]]	PE_StateOrProvince	Performers
• PE_WorkPhone	[[Phone]]	PE_WorkPhone	Performers

[Add New]

3. To view additional information about a merge field, click the field name.

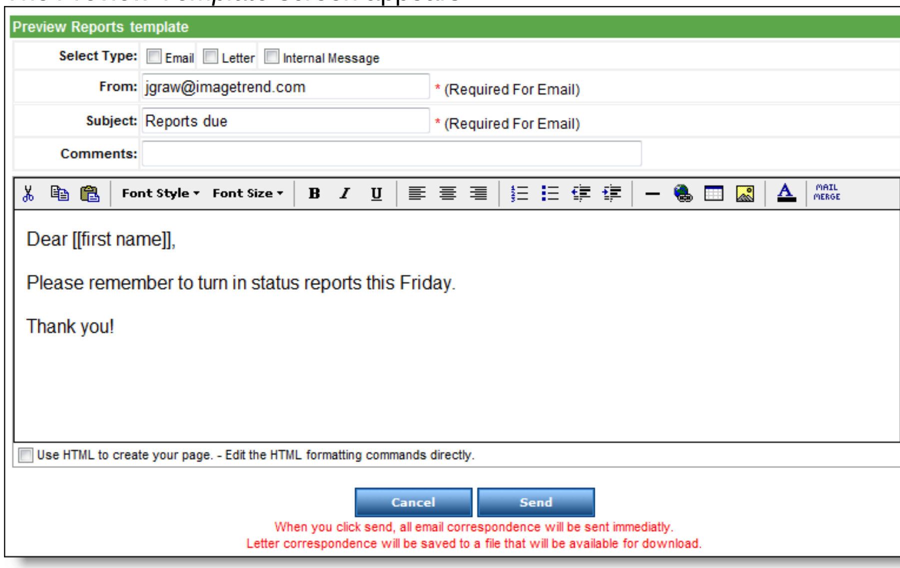
Creating New Correspondence

Once templates have been created, service administrators with the correct permissions can create and send correspondence based on those templates.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *System Notifications* and *Correspondence.*
3. From the *Select a Correspondence Template to work with* drop down menu, select the template off of which this piece of correspondence should be based.
4. Click *Continue.*
5. To select the staff members to send the correspondence to,
   a. From the *Region* drop down menu, select the region containing the correct users.
   b. From the *Service* drop down menu, select the service containing the correct users.
   c. From the *User* scroll list, select all users to receive the correspondence. **HINT:** To select more than one user, press and hold *Ctrl* while clicking each name. To select a range of users, press and hold *Shift* while clicking the first and last name in the range.

NOTE: Only users who have email addresses listed in the system will display in the *User* list.

d. Click *Add to List.*
e. When all desired users are added to the *Selected User* list, click *Continue.*
The *Preview Template* screen appears.



6. In the *Select Type* section, select whether this correspondence should be sent in an email message, saved to be sent as a paper letter or sent to the user's inbox within State Bridge.
7. In the *From* text box, type the email address that should be seen as the sender and should receive replies to email correspondence.
8. In the *Subject* text box, type a subject line for the message.
9. In the *Comments* text box, type any additional comments about the message.
10. In the body of the message, make any changes to the text.
11. When finished, to send the messages to all recipients or to save files for paper letters, click *Send.*

11.10 Run Form Management

Service administrators with the correct permissions can work with the run form templates available in the Field Bridge system. Run form templates in the State Bridge can be configured to have a specific layout, including showing or hiding different tabs, re-ordering tabs or changing the positioning of the fields. Any values that are entered into the fields on the run form

Adding and Editing Run Forms

Service administrators with the correct permissions can edit run forms that have already been created or can create new custom run forms. These forms can be altered to show different tabs, different summary information or the positioning of the fields already included in the form.

Adding New Run Forms

After the basic information for a new run is added, it must be edited to configure the tabs and fields that will appear.

1. From the top toolbar, click *Administration.*

2. From the left menu, click *Run form Management* and *Run Forms.*

Code	Title	Category	Created	From	To	Default Template	Active
1	Cancelled Call	EMS	12/13/2006	12/13/2006	12/13/2025	☐	☐
1.0	EMS Run Form with Fire	EMS	04/17/2006	04/17/2006	04/17/2010	☑	☑
2.3.0	Incident Run Form ver 2.3	EMS	06/20/2005	06/20/2005	09/20/2026	☐	☑
1.0	NFIRS Fire Incident Form	Fire	04/17/2006	04/17/2006	04/17/2010	☐	☑

Records 1-4 of 4

Goto Page: 1

Add New Form

3. Click *Add New Form.*
4. In the *Title* text box, type a name for the form.
5. In the *Date Start* text box, type the first date that this form should be available for use.
   OR

   To select the date from a calendar, click the correct *Calendar* icon and click the date.
6. In the *Date End* text box, type the last date that this form should be available for use.
   OR

   To select the date from a calendar, click the correct *Calendar* icon and click the date.
7. In the *Version Code* text box, type the version of the run form.
8. From the *Category* drop down menu, select the type of run form.
9. In the *Please enter the Form description* text box, type a description or any clarifying details about the form.
10. When finished, click *Save.*
    The run form opens for editing.
11. Using the options from the *I want to* drop down menu, format the new run form as desired.
    HINT: For more information, please refer to *Editing Existing Run Forms* and *Formatting Run Form Options.*

Editing Existing Run Forms

Service administrators with the correct permissions can edit the information available on run forms.

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Run Form Management* and *Run Forms.*

Code	Title	Category	Created	From	To	Default Template	Active
1	Cancelled Call	EMS	12/13/2006	12/13/2006	12/13/2025	☐	☐
1.0	EMS Run Form with Fire	EMS	04/17/2006	04/17/2006	04/17/2010	☑	☑
2.3.0	Incident Run Form ver 2.3	EMS	06/20/2005	06/20/2005	09/20/2026	☐	☑
1.0	NFIRS Fire Incident Form	Fire	04/17/2006	04/17/2006	04/17/2010	☐	☑

Records 1-4 of 4

Goto Page: 1

Add New Form

3. From the list of run forms, click the form to edit.
4. To work with tabs, from the *I want to* drop down menu, select *Tab View.*
   HINT: For more information about working with tabs, please refer to *Formatting Run Form Options.*
5. To change the summary information about the form, from the *I want to* drop down menu, select *Edit Form Information.*

HINT: For more information about working with summary information, please refer to *Formatting Run Form Options.*

6. To edit the fields available in each tab or their placement in the run form, from the *I want to* drop down menu, select *Edit Layout/Sections.*
   HINT: For more information about editing fields in the run form, please refer to *Working with Formatting Run Form Options.*
7. To preview the run form as it will appear to system users, from the *I want to* drop down menu, select *Preview Layout.*

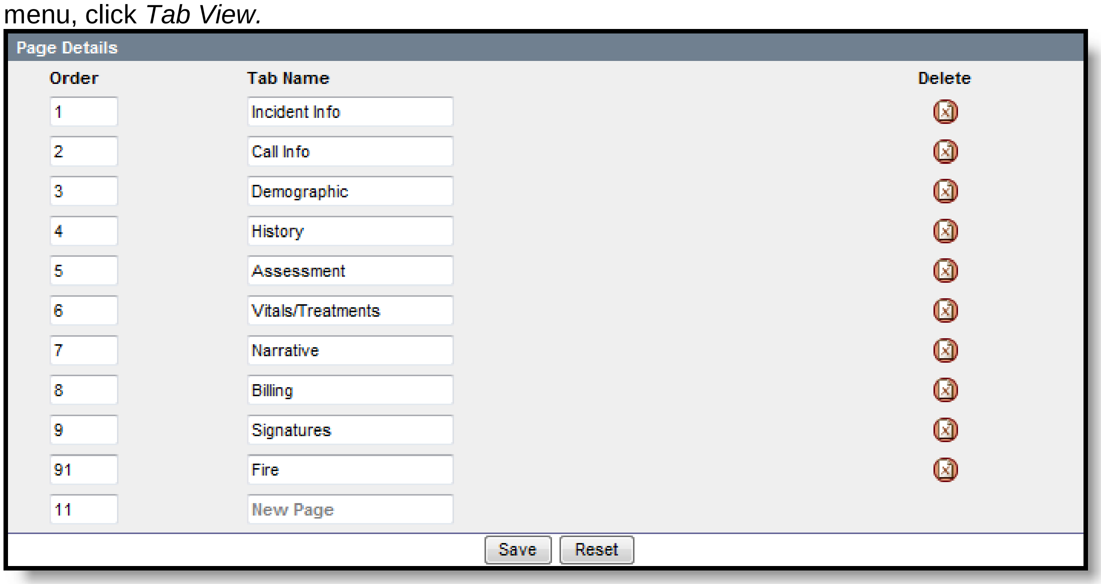
Formatting Run Form Options

Run forms can be edited by changing the available tabs and fields or the summary information.

Working with Run Form Tabs

All information in run forms is organized into tabs. Service administrators with the correct permissions can edit the tabs that are available or the order in which those tabs appear.

1. Once the run form has been opened for editing, from the *I want to* drop down menu, click *Tab View.*

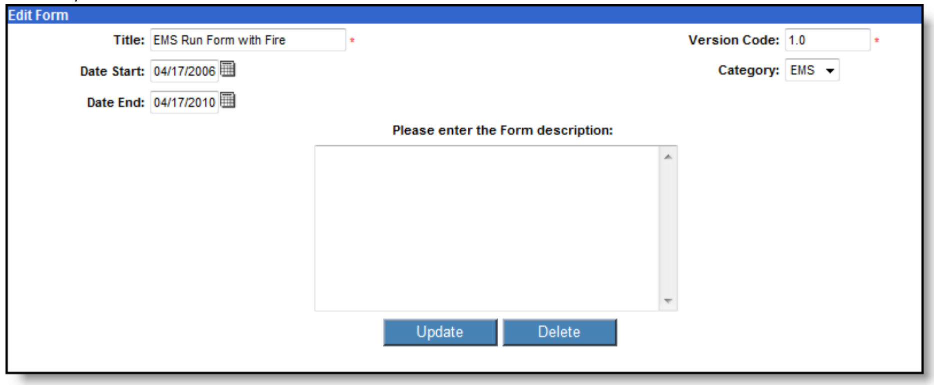


2. To rename a tab, in the correct *Tab Name* text box, type the new name.
3. To rearrange the order in which the tabs appear on a run form, in the *Order* text boxes, type the numbers corresponding to each item's desired placement.
4. To add a new tab,
   a. From the last row, In the *Tab Name* text box, type a name for the tab.
   b. In the *Order* text box, type the number corresponding to the new tab's desired position in the list of tabs.
   c. Click *Save.*
5. Edit the fields available in the tab.
   HINT: For more information, please refer to *Working with Run Form Fields.*
6. When finished, to keep any changes, click *Save.*

Working with Summary Information

Summary information includes the title and description of the run form, the category in which it belongs, the dates during which it should be available for use and the form's version. Service administrators with the correct permissions can alter this to make run forms conform to their needs.

1. Once the run form has been opened for editing, from the *I want to* drop down menu, click *Edit Form Information.*



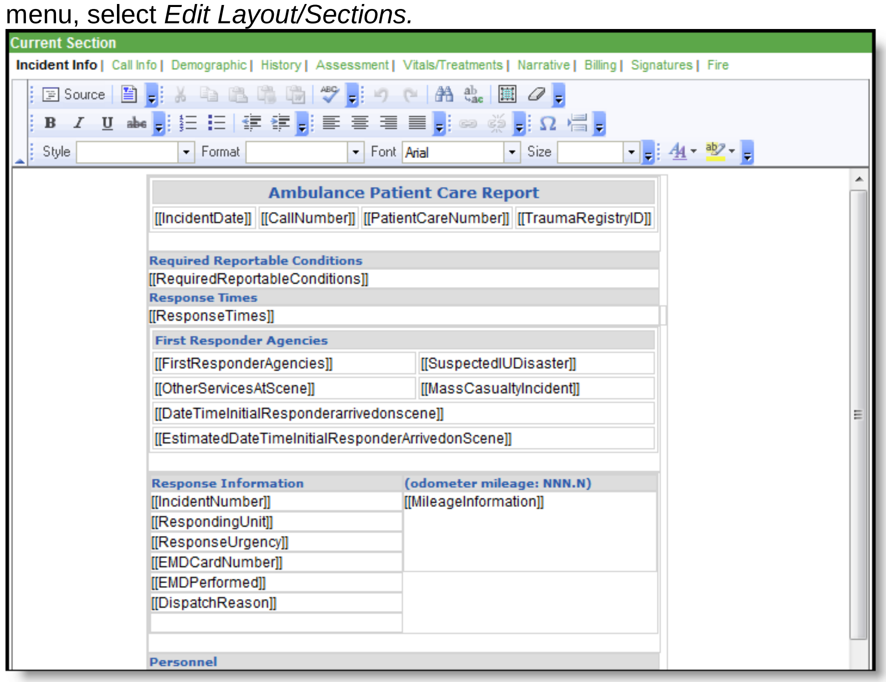
2. To change the name of the run form, in the *Title* text box, type the new title.
3. To change the dates during which this run form will be available for use, in the *Date Start* and *Date End* text boxes, enter the appropriate dates.

   HINT: To select the dates from a calendar, click the *Calendar* icon and select the correct date.
4. To change the version of the run form, in the *Version Code* text box, type the correct version.
5. To change the category of form, from the *Category* drop down menu, select the correct category.
6. To change the description of the form, in the *Please enter the Form description* text box, type the new description.
7. When finished, to save the information, click *Update.*

Working with Run Form Fields

Service administrators with the correct permissions can add, move or change the fields available in each tab of a run form. This provides a layout editor that allows system users to move or change information within the run form.

1. Once the run form has been opened for editing, from the *I want to* drop down menu, select *Edit Layout/Sections.*



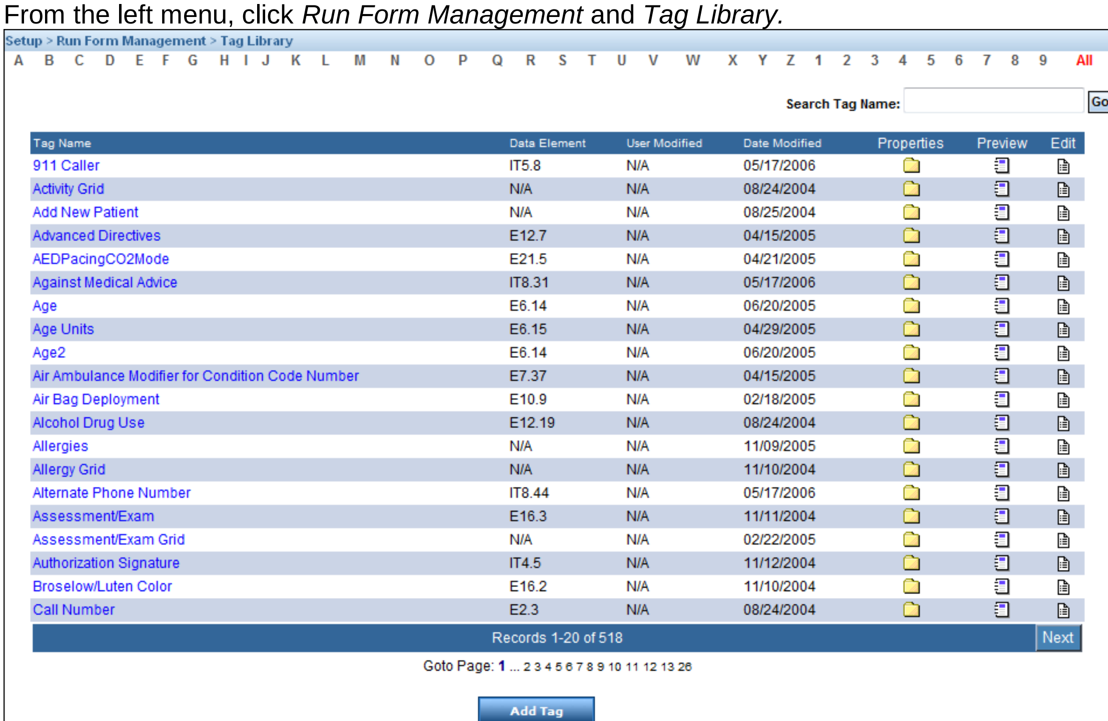
2. To select the tab on which to work, below the *Current Section* heading, select the correct tab.
3. To add any text to the run form, click and type where the text should appear.
4. To move a field,
   a. Click and drag to select the text for the field to move.
   b. Click the *Cut* button from the page's toolbar or press *Ctrl* and *C* simultaneously on the keyboard.
   c. Click to place the cursor where the field should appear.
   d. Click the *Paste* button from the page's toolbar or press *Ctrl* and *V* simultaneously on the keyboard.
5. To add a field, type the tag name in the location where the field should appear. **HINT:** To learn a tag name, view the field's properties in the tag library.
6. To change a field, delete the old tag name and type the new tag name.
7. When finished, click *Save.*

Working with Fields and Tags

All fields that can be included in a run form are listed in the tag library. This section allows service administrators with the correct permissions to view the tag name for use in run forms, to change the name of the field and to preview the field's appearance as it will display in a run form.

To open the tag library:

1. From the top toolbar, click *Administration.*
2. From the left menu, click *Run Form Management* and *Tag Library.*



Tag Name	Data Element	User Modified	Date Modified	Properties	Preview	Edit
911 Caller	IT5.8	N/A	05/17/2006			
Activity Grid	N/A	N/A	08/24/2004			
Add New Patient	N/A	N/A	08/25/2004			
Advanced Directives	E12.7	N/A	04/15/2005			
AEDPacingCO2Mode	E21.5	N/A	04/21/2005			
Against Medical Advice	IT8.31	N/A	05/17/2006			
Age	E6.14	N/A	06/20/2005			
Age Units	E6.15	N/A	04/29/2005			
Age2	E6.14	N/A	06/20/2005			
Air Ambulance Modifier for Condition Code Number	E7.37	N/A	04/15/2005			
Air Bag Deployment	E10.9	N/A	02/18/2005			
Alcohol Drug Use	E12.19	N/A	08/24/2004			
Allergies	N/A	N/A	11/09/2005			
Allergy Grid	N/A	N/A	11/10/2004			
Alternate Phone Number	IT8.44	N/A	05/17/2006			
Assessment/Exam	E16.3	N/A	11/11/2004			
Assessment/Exam Grid	N/A	N/A	02/22/2005			
Authorization Signature	IT4.5	N/A	11/12/2004			
Broselow/Luten Color	E16.2	N/A	11/10/2004			
Call Number	E2.3	N/A	08/24/2004			

3. To find a specific field, in the *Search Tag Name* text box, type the tag name and click *Go.*
4. To sort by first letter or number, click the correct letter or number at the top of the page.

Working with Field Properties

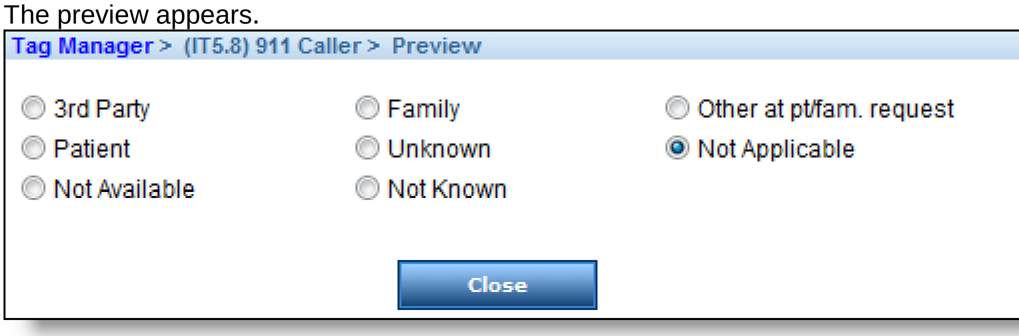
Service administrators with the correct permissions can view the tag name for a field or change the name of the field. The *Properties* window displays the name, tag name and description of the field, as well as the name of the file in which data from this field will be stored and the data element number of the field. Much of this information is related solely to the database and is not relevant to most users.

1. In the tag library, navigate to the desired field.
2. Click the field's hyperlinked name
   OR
   Click the corresponding *Properties* icon .
3. To change the name of the field, in the *Name* text field, type the new name.
4. When finished, click *Save.*

Previewing Fields

Service administrators with the correct permissions can preview fields as they will appear when displayed on a run form.

1. In the tag library, navigate to the desired field.
2. Click the corresponding *Preview* icon .
   The preview appears.



Chapter 12

ImageTrend
EMS State Bridge

Help and Support

Help and Support

Before Contacting ImageTrend

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

Contacting ImageTrend

If you are unable to find the information needed to use State Bridge effectively, please consult ImageTrend in any of the following ways:

- Phone (952) 469.1589
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Email support@imagetrend.com
- Web http://support.imagetrend.com

ImageTrend support services are available:

Monday – Friday
8:30 a.m. to 5:00 p.m. central time

Technical Support

For 24-hour technical support, ImageTrend provides online assistance through their website and email services:

- Email support@imagetrend.com
- Web http://support.imagetrend.com